



GODSTONE PRIMARY AND NURSERY SCHOOL

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3rd February 2021

Dear Parents and Carers,

Notification of a Data Breach

We write to advise you of a recent data breach within Scopay our communication and payment provider. Having considered the nature of the breach, we have reported this to the Information Commissioner's Office who will advise us of the next steps in their process. The ICO is the UK's independent body set up to uphold information rights.

Tucasi, who facilitate the school's Scopay bookings and payments use a company called Commify to send text messages. Tucasi have reported to the school that Commify have had an unauthorised user gain access to mobile phone numbers and the messages sent from the school between 1st and 8th January 2021.

Please be assured that the breach is limited to mobile phone numbers and the messages sent and does not include any other personal details about our pupils or parents.

We have an appointed data protection officer who is actively working with the school to address the data breach.

What steps have been?

- The unauthorised user no longer has access to the school data and has been removed.
- The school and Tucasi have reported the incident to the ICO.
- Tucasi are conducting an investigation with an incident response company.

The school will also seek clarification from Tucasi once these measures have been fully implemented.

We recommend you do not respond to calls, texts and emails from someone you don't know, especially if they are asking for money.

Clearly, we appreciate that you will be concerned about the data breach described within this letter. On behalf of the school, we sincerely apologise for any distress that this may cause. We can assure you that we are taking all necessary steps to address the situation.

Yours sincerely,

Mr N Usher

Acting Headteacher



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