

Headteacher: Mr Andrew Stapley

22nd June 2021

Dear Parents,

In line with my responsibilities as the Data Protection Officer at the Brabourne CEP School and the CARE Foundation Trust schools, I am writing to inform you of a potential personal data incident that occurred on 3rd June 2021 in relation to access to your child's schools student data. The data incident has affected the majority of Kent schools. The potential data incident occurred at the Kent County Council's subsidiary Cantium Business Solutions Data Centre which are responsible for providing online data services via their network known as Kent Learning Zone (KLZ).

About the Kent Learning Zone

The Kent Learning Zone is an education platform that is facilitated and supported by the company Cantium Business Solutions Limited in West Malling, Kent. The Kent Learning Zone supports Email, EIS hosted SIMS, Sharepoint, Skype / VoIP and other remote apps for the schools to use.

About the Data Incident

On Thursday the 3rd of June 2021, Cantium Business Solutions detected an outage of part of the KLZ Network. This outage rendered part of the network unavailable. An investigation determined that the outage was due to a cyber-attack. The loss of access to hosted SIMS and other KLZ services was a result of the databases being encrypted by malicious actors as part of that cyber-attack. Personal data was rendered temporarily unavailable and as such this is considered a personal data breach under the GDPR.

The Schools were notified of this Data Incident on the 12th of June 2021 and this past week I and a number of Headteachers have been trying to ascertain what actually happened.

On Friday evening (18th June 2021) Cantium shared the following information with the schools:

From the forensic investigation of the encrypted data and infrastructure logs, it is not categorically possible to ascertain or confirm the nature of the exfiltrated data. To date, there is no evidence that staff, pupil, parent or guardian data has been exfiltrated, however we are not able to completely rule this out. This continues to be thoroughly investigated and should there be any further developments we will notify you immediately.

Note: Data exfiltration occurs when malware and/or a malicious actor carries out an unauthorized data transfer from a computer. It is also commonly called data extrusion or data exportation. Data exfiltration is also considered a form of data theft.

The impact

However, it is important to note that, to date, Cantium have stated that there has been no evidence that any staff, pupil, parent or guardian data has been compromised, but given the obvious sensitivity, we have decided to notify you. The potential harm that could result from this incident is fraud and identity theft.

Our response and remediation

The KLZ Email and EIS Hosted SIMS were recovered onto a security enhanced cloud platform. Work



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is ongoing to restore and secure the other services. Alongside this, their response was to contact us about the incident and will continue to update us as more information becomes available. We will pass this information on to you. In line with our obligations as the 'data controller', we will be informing the Information Commissioner regarding this incident.

Further Advice

As a precautionary measure, we recommend visiting the following link below:

<https://www.ncsc.gov.uk/guidance/data-breaches>

If you believe your online accounts have been hacked, please follow this step by step guide to recover hacked online accounts:

<https://www.ncsc.gov.uk/guidance/recovering-a-hacked-account>

In addition to the fact that we are reporting this to the Information Commissioner Office on behalf of the CARE Foundation Trust, you are able to complain about this potential data incident to the Information Commissioner Office via <https://ico.org.uk/make-a-complaint/> or you can call their helpline on 0303 123 1113.

Finally, the school and I take this matter very seriously, if you would like further information, then please do not hesitate to contact me on DPO@PrivacyCulture.com. I hope to update you in the very near future once Cantium have completed their investigation.

Kind regards,
Steve Wright,
Data Protection Officer for the CARE Foundation Trust.

