West Leigh Junior School

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PORTICO ACADEMY TRUST
opening doors, unlocking potential
CEO - Mrs C. Woolf

9th October 2020

Dear Parents/Carers,

WisePay

Unfortunately, WisePay suffered a cyber attack last weekend. This is their letter to you.

We value the privacy of your information, which is why we are writing promptly to let you know about a data security incident that affected the payment platform provider, WisePay.

At some point around 2 October 2020, a cyber attack occurred in the form of a URL manipulation, meaning that the payment gateway page was redirected or controlled by a bad actor.

We, WisePay have engaged a computer forensics expert, and the forensic investigation is ongoing. Even though you did not attempt to make any transactions during the period in question, as best practice, we would still recommend that you are especially cautious regarding your personal financial arrangements and take prompt steps to pause or cancel the payment card you have used on our site. We also recommend you take additional precautionary steps to change passwords or login details for your bank accounts and credit cards.

Some indicators that suggest your personal data may have been compromised are as follows:

1. *You have suspicious transactions on your payment card statement.*
2. *You get a ransomware message.*
3. *You get a fake antivirus message.*
4. *You have unwanted browser toolbars.*
5. *Your search history is unfamiliar.*
6. *Your internet searches are redirected.*
7. *You see frequent, random popups onscreen.*
8. *Your friends receive social media invitations from you that you did not send.*
9. *Your online password is not working.*
10. *You observe unexpected software installs.*
11. *Your mouse moves between programs and makes selections.*
12. *You notice that funds are missing from your account.*

We have taken our website offline until the incident is remediated. We are also taking steps to implement additional security measures designed to prevent a recurrence of such an event. We have also notified the UK's Information Commissioner and law enforcement to ensure the incident is properly addressed.

Please review the attachment to this letter (Steps You Can Take to Further Protect Your Information) for additional steps you can take to protect your information.

Given that there are several investigations into this incident, including potentially by law enforcement, WisePay requests that you keep it confidential.

Yours sincerely,

Cheryl Woolf
Executive Headteacher

John Lear
Head of School

STEPS YOU CAN TAKE TO FURTHER PROTECT YOUR INFORMATION

1. **Review Your Account Statements and Notify Law Enforcement of Suspicious Activity**
   As a precautionary measure, we recommend that you remain vigilant by reviewing your financial account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities.

2. **Copy of Credit Report**
   You may obtain a free copy (30-day free trial) of your credit report from the major credit reporting agencies by visiting:

   Experian: http://www.experian.co.uk/
   Equifax: https://www.equifax.co.uk/
   TransUnion: https://www.transunion.co.uk/consumer-solutions

3. **Fraud Alert**
   You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the credit reporting agencies identified above (as applicable).

4. **Security Freeze**
   You may be able to put a security freeze on your credit file. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency.

5. **Emails**
   Check if your email has been misused on www.haveibeenpwned.com

ONLINE
www.wisepay-software.com

CALL
0845 899 0011

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