CAPISTRANO UNIFIED SCHOOL DISTRICT

33122 VALLE ROAD, SAN JUAN CAPISTRANO CA 92675
TELEPHONE: (949) 234-9200/FAX: 496-7681 www.capousd.org

Dear Students and Parents,

The following statement was provided by Total Registration LLC to aid schools in notifying families affected by the Total Registration data security incident. For CUSD, this affects students who took an AP exam during the 2017, 2018, and 2019 school year.

The privacy and protection of students' information is a matter we take very seriously, which is why, as a precautionary measure, we are writing to let you know about a data security incident with one of our third-party service providers that may have involved your personal information. Below is a summary of the incident, and Total Registration has also created a Frequently Asked Questions (FAQ) webpage summarizing the details of the incident, available at: https://TotalRegistration.net/DSI-FAQ.php

WHAT HAPPENED?

Total Registration LLC ("Total Registration") facilitates exam registration for Aliso Niguel, Capistrano Valley, Dana Hills, San Clemente, San Juan Hills, and Tesoro High Schools, students, including Advanced Placement examinations. On May 10, 2019, Total Registration informed us that it had received notice of a misconfigured server that allowed for the potential unauthorized access to some of the information that Total Registration stores on its systems. Total Registration was informed of this issue on the evening of April 11, 2019 by a security researcher and reporter who wanted to make sure that Total Registration's information was not improperly accessed or misused.

Upon receipt of this information, Total Registration immediately investigated and remedied the issue by April 12, 2019. As part of that investigation, Total Registration discovered that one of its developers misconfigured a setting within its Amazon S3 file storage service. Total Registration uses this S3 file storage service to store reports and registration confirmations created by its users. As a result of that configuration, certain files (pdf, .csv, .doc) that individual schools can create from reports, which list information about students registered for exams, and copies of registration confirmations generated by individual registrants, may have been available to individuals with knowledge of S3 system architecture who accessed the URL for the Total Registration S3 file storage.

All school-generated reports or student-generated confirmations were only accessible for 48 hours after the applicable file or confirmation was generated. After 48 hours, each report or confirmation would automatically be deleted. Total Registration set up the S3 file storage service in June 2016, so any files that were created and stored on the S3 service between June 2016 and April 12, 2019 would have been accessible during the 48-hour window between that file's creation date and its automatic deletion by Total Registration.

WHAT INFORMATION WAS INVOLVED?

The data that may have been exposed was limited to certain information used to register for Advanced Placement exams, based on how individual schools conducted registrations and ran their reports. Those reports may have included student registration information that students provided when registering for a test, such as name, (of students and/or parents), date of birth, language, grade level, sex, student ID, physical address (of students and/or parents), email addresses (of students

and/or parents), phone numbers (of students and/or parents), ethnicity, and College Board identification number (e.g., SSD), as well as some additional information that may be requested by individual schools for their registrations.

WHAT INFORMATION WAS NOT INVOLVED?

The data that may have been exposed **DID NOT** include:

- Social Security Numbers
- Credit Card Numbers, cvv codes or expiration dates
- Medical Information
- Passwords or security questions
- Any test results or scores

WHAT IS TOTAL REGISTRATION DOING?

Total Registration immediately reconfigured its settings for its file storage system to correct the problem. It has also deleted any remaining files in the S3 file storage service that had been retained due to the misconfigured setting. Total Registration is working with a third-party data security specialist to review its platform to make sure that this type of incident does not happen again. It is also implementing additional security measures designed to prevent a recurrence of such an incident.

Total Registration will continue to follow up with us regarding this incident and any further investigations and security measures that it may take.

WHAT CAN YOU DO?

Total Registration has informed us that, except for the individual who notified Total Registration of the misconfigured server, it is not aware of (nor is there any evidence of) any third-party who accessed information that may have been exposed as a result of this incident.

Given the types of information that may have been accessible as part of this incident, Total Registration not believe that there is a risk of identity theft or harm from this incident. Total Registration will never contact families to update financial information or provide additional information.

Due to the nature of the incident and the type of data potentially vulnerable, Total Registration will not be offering identity protection or credit monitoring services.

FOR MORE INFORMATION

We apologize for any inconvenience caused by this incident. You can find answers to most questions at Total Registration's Data Security Incidence - Frequently Answered Questions TotalRegistration.net/DSI-FAQ.php. If you have any questions regarding this incident or if you desire further information or assistance, please do not hesitate to contact your school site.

Sincerely,

Capistrano Unified School District