Rainbow District School Board
Centre for Education
408 Wembley Drive, Sudbury, Ontario P3E 1P2 | Tel: 705.674.3171 | Toll Free: 1.888.421.2661 | rainbowschools.ca

Rainbow District School Board

Cyber Incident of February 7, 2025

Frequently Asked Questions

Updated on February 20, 2025

When did the cyber incident occur?

Rainbow District School Board experienced technical difficulties with its computer network at the start of the work day on Friday, February 7, 2025. In an abundance of caution, we advised staff, students and parents/guardians that the network would be shut down at 10 am in all schools and the board office. By mid-afternoon, we confirmed and announced that we were dealing with a cyber incident.

What is a cyber incident?

A cyber incident occurs when an unauthorized individual gains access to an organization's computer network. The information can include general records and personal information.

What is personal information?

Personal information is information about an identifiable individual, for example, home address, phone number, social insurance number, banking information, etc.

How did this cyber incident occur?

We are currently working with experts to determine the origin and cause of the incident. Our legal counsel from the law firm BLG has retained Kroll, and they are advising us together. The investigation continues.

Rainbow District School Board
Centre for Education
408 Wembley Drive, Sudbury, Ontario P3E 1P2 | Tel: 705.674.3171 | Toll Free: 1.888.421.2661 | rainbowschools.ca

Has this been reported to the authorities?

The cyber incident and theft of data has been reported to the Greater Sudbury Police Service, the Ontario Provincial Police and the Information and Privacy Commissioner of Ontario.

What data was taken?

While some of the records that were accessed were general in nature, we have confirmed that records containing personal information about identifiable individuals were also accessed. We have provided notifications to current and former staff who are affected as well as students and parents/guardians who are affected.

Has the data been published anywhere?

We have no evidence that the data has been published anywhere. The possibility, however, remains.

Are all systems back up and running?

We are still recovering, though schools are operating without any significant disruption.

What can I do to protect myself?

We have offered affected employees and former employees a two-year credit monitoring service with TransUnion. This service detects signs of potential fraud so that protective measures can be taken. Registering for this service is one of the best ways to protect yourself against identity theft. You can set up alerts to notify you if someone tries to open a credit account in your name. We have offered this same service to graduates aged 18 and over who received scholarships.

Rainbow District School Board
Centre for Education
408 Wembley Drive, Sudbury, Ontario P3E 1P2 | Tel: 705.674.3171 | Toll Free: 1.888.421.2661 | rainbowschools.ca

Should I place a fraud alert on my credit report?

Adding a fraud alert to your credit report to warn potential lenders that you may be a victim of identity theft is an option. This may prompt lenders to take additional steps to verify identity. As the fraud alert can cause delays in transactions, however, the decision to place the alert is yours. Placing a fraud alert on your TransUnion record is free of charge. You may also choose to add a fraud alert to your Equifax credit file.

Should I replace my bank account number and other identification numbers?

Registering for credit monitoring is one of the best ways to protect yourself. We are not recommending that employees or former employees change their bank account or other identification numbers. Social insurance numbers cannot be changed without proof of fraudulent use.

Why don't you offer subscriptions to both TransUnion and Equifax services?

Both companies offer the same services with overlapping coverage.

Why did you offer two years of credit monitoring?

Given the prevalence of cyber attacks and data theft, the impact of an isolated incident is difficult to assess. In this context, many organizations offer a one-year credit monitoring service. We have chosen to provide a two-year service to those eligible.

What should I do if I believe I am a victim of identity theft as a result of this incident?

If you have experienced identity theft that you believe is related to this incident, please notify Rainbow District School Board immediately at cyberincident@rainbowschools.ca. Insurance is available to those eligible who have enrolled in the credit monitoring service that we have provided.

Rainbow District School Board
Centre for Education
408 Wembley Drive, Sudbury, Ontario P3E 1P2 | Tel: 705.674.3171 | Toll Free: 1.888.421.2661 | rainbowschools.ca

Will registering for credit monitoring have an impact on my credit rating?

No, it will not affect your credit rating.

Why don't you provide credit monitoring to all students and parents who are affected?

Except for information relating to students who received scholarships, the information relating to students and parents/guardians is more limited than the information for employees and former employees. In addition, people under the age of majority are not eligible for credit monitoring.

How can parents/guardians be proactive?

Limit the amount of personal information shared online, use strong unique passwords for all online services, regularly monitor online activity, and be alert to suspicious communications.

Is there a concern that grades have been tampered with?

There is no evidence of grade tampering, and we have no concerns with accurately reporting grades for university or college applications.