



Montgomery Academy

An Academy within the Fylde Coast Academy Trust

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Inspiring Excellence Together

March 22nd, 2019

Dear Parent/Carer,

I am writing to inform you of a minor data breach involving Parent Pay. Due to an unfortunate administrative mistake, a maximum of three parents have been sent a document containing names and addresses of students and some staff. The issue was spotted by an alert parent who had requested her details for her Parent Pay account. The parent read a few names and addresses in the document before realising our mistake and contacting the school. The parent agreed to delete the file, which was then confirmed by email, and we thank her for the speed of her response. We have contacted the other two parents concerned that have agreed to delete the file. This will be followed up for confirmation.

To be clear about the information shown in the document, **for users of Parent Pay who have activated their account** it had their name, address and username for the account. As users have to change their one-time password on their first log in no password details have been shared and their accounts are secure. **Please feel free to change your password the next time you log in if you have any concerns about the security of the account.**

For users of Parent Pay **who have not activated their account**, the document shared contained their name, address and temporary one-time username and password. As these accounts are not yet set up no other personal details such as financial information has been shared. Parent Pay have **closed all unactivated accounts** today and will reissue new temporary usernames and passwords, on request, for parents who still want to activate an account at some point in the future.

We acted very quickly following our Data Protection procedures and contacted Parent Pay, who alerted their security team.

We apologise unreservedly for this data breach and please contact the school if you feel you need more reassurance. We are looking very closely at our policies and procedures so no such issue happens again.

Mr Careless

Principal

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