



Cyber-Attack FAQ

Is my information safe?

Some information has been taken and published by the cyber-criminals. We are working closely with the police, the Trust and specialist cyber-security experts to understand exactly what data has been affected. As this investigation continues, we are working with the authorities to ascertain what information has been breached and we will contact parents and carers again to let you know as soon as we know more.

Does this mean you no longer have my school records?

No. The attackers copied some data, but the original files remain safely stored in the schools' systems. They have not been deleted or changed.

Could my data (or my child's data) have been altered or tampered with?

There is no evidence of any records being changed, deleted or interfered with. External cyber-security specialists and relevant agencies have examined our systems carefully, and we are confident that the integrity of our records has not been compromised.

Is school operating normally?

Yes. While the investigation is still on-going, it has not prevented us from running the school safely, and all day-to-day operations are continuing as normal.

Does this mean I am at risk of scams or fraudulent contact?

It is possible that stolen information could be used in online scams or social-engineering attempts. We encourage all parents, carers, students and staff to be cautious with unexpected emails, messages, or requests.

The National Cyber Security Centre has clear advice for staying safe online:

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

If I get an email from the school, how do I know it's genuine?

If you receive an unexpected or suspicious email or message claiming to be from the school or the Trust, please verify it independently. Do not use contact details from the message. Do use the official contact information found on our website. If in doubt, contact us directly to check.

Will I be told if my data (or my child's data) was included?

As soon as we are able to determine which individuals are affected, we will contact them directly. Because this is an active police investigation and forensic analysis is ongoing, we can only share information when it is confirmed and legally appropriate to do so.

When will you know more?

The investigation with Derbyshire Police, the Trust and specialist agencies is ongoing. We will publish updates on our website as soon as we are able to share more information, without jeopardising the investigation.

I have a question that isn't answered here. What should I do?

Please check this page regularly for updates.

Some questions may not be answerable yet due to the ongoing criminal investigation. We understand this may be frustrating and apologise for any uncertainty caused.

Should I change my passwords?

Although all school users have had their passwords reset, we also advise that staff and parents change passwords for any accounts that share the same password as school systems. Use unique, strong passwords and enable multi-factor authentication where possible.

Should parents/staff report this to someone?

If individuals believe their data has been misused, they can report concerns to Action Fraud or seek support from the NCSC's personal data breach guidance.