



May 17, 2023

DELIVERY: VIA FEDERAL EXPRESS, WITH VERIFICATION OF RECEIPT

OMNIA Partners
Attn: President
840 Crescent Centre Drive
Suite 600
Franklin, TN 37067

To Whom it may Concern:

We are writing to inform you of a recent incident affecting accounts of Participating Members using the SchoolDude application (schooldude.com), an online platform offered to educational institutions by Brightly Software, Inc. ("Brightly"). The incident involved an unauthorized actor obtaining certain account information from the SchoolDude user database.

We value our relationship with OMNIA, and we want to assure you that the security of our user information is very important to us. We have reported this incident to law enforcement authorities, and we have engaged industry-leading security experts to help ensure that we are taking all appropriate steps to investigate and remediate the incident. We have also sent notifications to affected users through the email addresses associated with their respective accounts (examples attached).

We sincerely regret that this incident has occurred, and we are committed to addressing any concerns you may have. If OMNIA has further questions, please contact me, Kelly Caputo, General Counsel, at kelly.caputo@brightlysoftware.com. If a Participating Member has any questions, please advise them to call 1-888-220-5278 for further information.

Sincerely,

DocuSigned by:

C3C10791979F48A...
Kelly Caputo
General Counsel

Enc (2): Incident Email Administrative Notification, May 11, 2023
Incident Email User Notification, May 11, 2023

From: Brightly Software <hello@brightlysoftware.com>
Sent: Thursday, May 11, 2023 12:00 AM
To: [REDACTED]
Subject: IMPORTANT NOTICE: Notification of Security Incident



To our valued Brightly Software customer:

We are writing to inform you about a recent security incident affecting SchoolDude application (schooldude.com), which offers maintenance work orders tracking, event planning and similar services. The incident involved an unauthorized actor obtaining certain account information from the SchoolDude user database. Our investigation has determined that you are a current or former SchoolDude customer, and that one or more users on your customer account were among those affected.

The account information believed to have been obtained in the incident includes:

- Name
- Email address
- Account password
- Phone number (if added to the account)
- School district name

As you likely know, the SchoolDude application is not designed to collect or process student data, which was not affected by this incident.

We value your business, and we want to assure you that the security of your user accounts is very important to us. We have reported this incident to law enforcement authorities, and we have engaged industry-leading security experts to help us ensure that we are taking all appropriate steps to review and remediate the incident. We have also sent notifications to affected users through the email addresses associated with their respective accounts.

We encourage you to consult with your own legal counsel as to any notification obligations you may have to your users or regulators.

Because we do not collect residential mailing addresses for SchoolDude users, we are not able to determine where affected users reside. For your affected users, we have engaged a vendor, IDX, to assist you with any required individual notifications. To avail yourself of this assistance or if you need assistance identifying impacted users, please email: notice@brightlysoftware.com. Please note Brightly is notifying attorneys general in the states whose notification laws we believe encompass data breaches affecting usernames/passwords, including: Arizona, California, Colorado, Connecticut, Delaware, Florida, Illinois, Maine, Nebraska, New Jersey, New York, Oregon, Puerto Rico, Rhode Island, South Dakota, Vermont, and Washington.

As part of our remediation efforts, we have reset the passwords for all SchoolDude user accounts. Your users must change the passwords to their accounts to continue using the application. To change their passwords, users can visit login.schooldude.com and click on "Forgot Login Name or Password?" to send a password reset link to their email account. Users will need to have a valid email address associated with their user account to complete this process. For help with password changes please contact us at: support@brightlysoftware.com or call **1-877-655-3833**.

We sincerely regret that this incident has occurred, and we are committed to addressing any concerns you may have. If you or your users have questions about this notice, please call **1-888-220-5278** for further information.

Sincerely,

The Brightly Team



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11000 Regency Parkway, Suite 300, Cary, NC 27513



[Contact](#) / [Privacy Policy](#)

From: Brightly Software <hello@brightlysoftware.com>
Sent: Thursday, May 11, 2023 12:16 AM
To: [REDACTED]
Subject: IMPORTANT NOTICE: Notification of Security Incident



Past and present SchoolDude users,

We at Brightly Software are writing to let you know about a recent security incident affecting an account you have on our SchoolDude application (schooldude.com), an online platform used by educational institutions for placing and tracking maintenance work orders. The incident involved an unauthorized actor obtaining certain account information from the SchoolDude user database. Our investigation has determined that you are a current or former SchoolDude user whose account was among those affected.

The account information believed to have been obtained in the incident includes:

- Name
- Email address
- Account password
- Phone number (if added to the account)
- School district name

We want to assure you that the security of our user information is very important to us. We have reported this incident to law enforcement authorities, and we have engaged industry-leading security experts to help us ensure that we are taking all appropriate steps to investigate and remediate the incident. As part of our remediation efforts, please note that we have reset the passwords for all SchoolDude user accounts. You will therefore need to change your password in order to continue using the application. To do so, please visit login.schooldude.com and click on "Forgot Login Name or Password?" to send a password reset link to your email account.

Because passwords were affected in this incident, we are writing to remind you of the importance of using a strong and unique password

for each online account you maintain. (For more information, please see <https://consumer.ftc.gov/articles/password-checklist>.) **If you are currently using your SchoolDude password for any other online account, we recommend that you promptly change your passwords on those other accounts.** And, as always with email and text messages, users should be vigilant against potential phishing and other scams: if you see a suspicious message, don't respond to the sender or click on any link it contains.

We sincerely regret that this incident has occurred, and we are committed to addressing any user concerns. If you have questions about the incident, please call **1-888-220-5278** for further information.

Sincerely,

The Brightly Team



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11000 Regency Parkway, Suite 300, Cary, NC 27518



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