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Wednesday, August 30th, 2023

Dear Regina Catholic Schools Edsby user,

We wanted to share details of and apologize for a data vulnerability that affected certain users and families in the Regina Catholic School Division.

Summary of issue

On Thursday, August 24th, 2023, Edsby learned of a user data issue affecting Regina Catholic Schools' Edsby system. Your Edsby system was found to be incorrectly displaying legal first names from the province's master Student Information System database instead of the preferred first names Edsby normally displays. The undesired behaviour was visible only to grades 9-12 students who connected to your division's Edsby system between August 10th and August 23rd, in advance of the start of school, and it only showed to students connecting with the Edsby mobile app.

The parent view remained correct and was not affected by the issue. Parents saw their children's names as before, and parents never see the names of other students in Edsby classes. Teachers in Edsby have always had access to students' preferred and legal names.

Some students' personal first names can be sensitive. Students whose preferred first name is central to their identity may have experienced distress if their birth name, or legal first name, was seen by fellow students. For students affected by this, we apologize deeply. We've taken steps to ensure something like this never occurs again.

Root cause

This issue was caused by a software bug. It was not related to Saskatchewan's recent policy decisions on pronouns and names. Your school division did not pre-emptively change your name in its master SIS systems. It was simply a poorly timed software error. Ironically, it was precipitated by changes aimed at giving school divisions in the province and elsewhere more flexibility to better accommodate the evolving needs of student self-identification.

Action taken

After learning about the vulnerability, Edsby was able to fix the issue the same day and contacted each affected school division, including Regina Catholic Schools. Edsby follows industry standard procedures around data vulnerabilities and is reporting this incident to privacy regulators.

Again, to students whose preferred first name is significant to their identity, if our unplanned disclosure to fellow students was hurtful, we ask that you, your families and supporters please accept our apologies.

A handwritten signature in blue ink, appearing to read "John Myers".

John Myers, CEO
Edsby