

Principal: Simon Warburton



# ELY COLLEGE

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13<sup>th</sup> October 2020

Dear Parent/Carer

## WisePay - Update

The following information relates to a security breach experienced by our third-party payment provider, WisePay, between the 2<sup>nd</sup> and 5<sup>th</sup> of October and **this issue potentially affects any payment transactions made during that time window.**

WisePay informed us that they experienced a cyberattack on the afternoon of the 2nd October which compromised some payments made between this time and 5<sup>th</sup> October at 10am. As soon as WisePay became aware of this situation they immediately closed the site and engaged a leading cybersecurity forensic agency to investigate the issue and determine specific details of affected transactions and individuals.

WisePay took its website offline immediately until the incident was rectified. WisePay have also taken steps to implement additional security measures designed to prevent a recurrence of such an event and also notified the UK's Information Commissioner and law enforcement to ensure the incident is properly addressed.

WisePay sent us a list of those affected and we have written directly to these parents with further details.

In addition, we endeavoured to ensure no child was refused food/drink at the canteen tills as the Finance Team added overdrafts to student accounts whilst parents were unable to top up dinner money accounts.

The Cambridge Meridian Academies Trust take the protection of information very seriously and have procedures in place to ensure that all third-party providers take the measures suitable to protect information that they process on behalf of its schools. We continue to work with Wisepay to understand how this breach occurred and to ensure that all necessary steps are taken to safeguard against such an incident occurring again.

The website is now back online and is safe to use. Please contact the school finance office if you have any questions.

Finally, thank you for your patience and understanding whilst we worked through the WisePay issues last week. Please may we ask you to check your child's dinner money account and top up if necessary. We wish to advise that no new overdrafts will be added to student dinner money accounts from tomorrow. Thank you.

Yours faithfully

Simon Warburton  
Principal