[Date]

[Student Name; Contact Info]

Re: Important Notice Regarding Access to Another Student's Information

Dear _____:

We are writing to notify you of a technical error that temporarily merged your student account with that of another student with a similar name. Our Information Technology team corrected the problem promptly once the issue was identified, and all records have been restored to their proper and secure state.

We are notifying affected students and instructing them not to use any personal or academic information of another student viewed as a result of this error as any such information is confidential and protected under federal law and college policy. **You are reminded that you are not permitted to use, share, store, or otherwise act upon any information that does not belong to you. If you retained any such information in any form, please delete it immediately.**

In keeping with our commitment to safeguarding student data, we are offering you with **one (1) year of complimentary credit monitoring services.** Details on how to enroll in this service, including an activation code and instructions, will be sent to you within the next few days.

We appreciate your cooperation in maintaining the privacy of others in our college community. If you have any questions or believe you may still have access to information that is not your own, please contact **[CISO]** at **[phone number]** or **[email address]**.

Thank you for your prompt attention to this matter.

Sincerely,

CISO

cc: [College President(s)]