



GEM PREP
TWIN FALLS

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TWIN FALLS, ID 83301
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Subject: Instructure (Canvas) Security Notification

Date: May 8, 2026

To:

Idaho Attorney General's Office
Consumer Protection Division

Per Idaho Code 28-51-105, Gem Prep Twin Falls is writing to formally notify you of a recent data cybersecurity incident involving Gem Prep's cloud-hosted Learning Management System (LMS) provider, Instructure (Canvas). Gem Prep was notified on May 2nd, 2026 that our school was affected by the cybersecurity incident.

Instructure has reported that on April 25, 2026, they experienced a cybersecurity incident perpetrated by a criminal threat actor. They detected the attacker on April 29, 2026 and immediately revoked the access. Instructure's investigation is still ongoing, however, they have informed Gem Prep that an unauthorized 3rd party gained access to certain personal information of users including names, email addresses, student ID numbers, and messages among Canvas users.

Instructure has found no evidence that passwords, dates of birth, government identifiers, or financial information was involved.

Once our IT Department received notification of the incident, we conducted an internal review of our privileged Canvas administrator accounts and continue to work with Instructure to verify the full extent of the impact on our student and staff Personally Identifiable Information (PII).

Gem Prep is communicating updates related to this incident to all stakeholders and remains committed to safeguarding the information entrusted to us. We will continue to ensure the highest standards of data security and privacy for all Gem Prep families, students and staff.

Sincerely,
Dallas Hartshorn
Director of Information Technology
Gem Prep Schools

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