

Questions and Answers for Career Development Center Clients and Recruiters

Stanford University recently experienced unusual activity on the computer system for its Career Development Center. Although we have no knowledge that any records were either accessed or acquired, the University sent notification of the incident to all individuals who had financial information or social security numbers stored on the system. We have developed the following questions and answers to help those who received this notice or who believe they may have been affected by this incident.

1. What happened?

On May 11, 2005, the University's Career Development Center computer system was improperly accessed from outside of the Stanford network. Upon learning of the intrusion, the servers were removed from the network and an assessment of the computing environment was made. Stanford has no knowledge that any records were actually acquired during the intrusion.

2. Who is being notified of the improper access?

Approximately 9,600 clients who sought employment through the Career Development Center since 1995 and approximately 300 recruiters.

3. Why are these people being notified?

Although we have no knowledge or evidence that any information was actually accessed, the people being notified have client records which contained a Social Security number or recruiter records which included a credit card number.

4. What other information is contained in the records?

The client records generally included a person's name, resume, letters of recommendation and Social Security number. There is no financial information in these client records. Recruiter records generally included information about the company, contact information and credit card numbers, but no Social Security numbers or other financial information.

5. Is there an investigation into this incident?

Stanford has reported this incident to the FBI, and the San Jose field office is conducting an investigation.

6. Do you know who accessed your system?

At this time, we do not have this information. Stanford is cooperating with the FBI in conducting its investigation.

Q&A (continued)

7. What are you doing to prevent further incidents?

Stanford has a department with responsibility for our information security. We continually review our policies and practices in order to defend against future incidents. In addition, following each incident of this type, we undertake a special assessment in order to improve our security policies and practices. Beyond that, we do not comment on our security.

8. What have you done to inform students, alumni and other affected parties about the incident?

We have moved as quickly as possible to accurately assess the situation and to inform our students, alumni, and others about the unauthorized access. We used the most recent addresses in the University records. If you would like to update your contact information, please visit the Stanford Alumni Association website at <http://www.stanford.edu/home/alumni/>. Once you are registered, you can update your contact information online.

9. If I didn't receive a letter, how can I be sure my records weren't accessed?

Only the records of clients and recruiters registered in 1995 and later were contained in the system. If you did not receive a letter, then it is likely that either you did not register with the Career Development Center in 1995 or later, or that there is no Social Security number or credit card number in your record. However, it is also possible that we do not have your most current address. If you have any questions, please send an email to privacyofficer@stanford.edu, including your name, e-mail address, student ID number (if known), your dates of attendance, and your name while at Stanford (if different).

10. What can I do to protect my identity?

Taking certain steps quickly may minimize the potential for the theft of your identity. For more information, please visit the Federal Trade Commission website "What To Do If Your Personal Information Has Been Compromised" at <http://www.ftc.gov/bcp/online/pubs/alerts/infocompalrt.htm>. If you think your identity may have been stolen, please review the FTC recommended actions at <http://www.consumer.gov/idteft/>.

11. How can I get more information?

If you have any further questions, please send an e-mail to privacyofficer@stanford.edu. Be sure to include your name, your name while at Stanford (if different), dates of attendance, student ID number (if known), e-mail address and/or phone number, along with your question. We will be back in touch with you as soon as possible.

