ECS
Episcopal Community Services

August 10, 2020

RE: Notice of Data Breach

Dear Constituent,

As a valued supporter of Episcopal Community Services, I wanted to inform you of a recent data breach involving Blackbaud, Inc. Like many other nonprofits, Blackbaud, Inc. provides donor relations database software systems for ECS. Since being responsible stewards of your trust is paramount, we are choosing to notify all constituents of this incident.

What Happened

On July 16, 2020, ECS was notified by Blackbaud, Inc., one of our third-party service providers, of a security incident. At this time, we understand Blackbaud discovered and stopped a ransomware attack. After discovering the attack, the service provider's cyber security team—together with independent forensics experts and law enforcement—successfully prevented the cybercriminal from blocking their system access and fully encrypting files; and ultimately expelled them from their system.

But before locking the cybercriminal out, the cybercriminal removed a copy of a backup file containing some constituent information. This occurred at some point beginning on February 7, 2020 and could have been in there intermittently until May 20, 2020.

What Information Was Involved

It's important to note that the cybercriminal did not access data like credit card information, bank account information, or social security numbers.

However, Blackbaud has informed us that donor information such as contact information, names, email addresses, mailing addresses and giving history could have been a part of the data breach.

Because protecting customers' data is our top priority, we are informing you of this breach.

Blackbaud, Inc. paid the cybercriminal's demand with confirmation that the copy they removed had been destroyed. Based on the nature of the incident, their research, and third party (including law enforcement) investigation, Blackbaud has no reason to believe that any data went beyond the cybercriminal, was or will be misused, or will be disseminated or otherwise made available publicly. Please note that this breach only affected information on Blackbaud's servers for ECS donors and has no impact on ECS clients or programs.

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What We Are Doing

We are notifying you so that you can take immediate action to protect yourself. Ensuring the safety of our constituents' data is of the utmost importance to us.

As part of their ongoing efforts to help prevent something like this from happening in the future, Blackbaud has already implemented several changes that will protect your data from any subsequent incidents.

First, Blackbaud's teams were able to quickly identify the vulnerability associated with this incident, including the tactics used by the cybercriminal, and took swift action to fix it. They have confirmed through testing by multiple third parties, including the appropriate platform vendors, that their fix withstands all known attack tactics.

Additionally, they are accelerating efforts to further harden their environment through enhancements to access management, network segmentation, deployment of additional endpoint and network-based platforms.

You can read more about the security breach on Blackbaud's website: https://www.blackbaud.com/security-incident

What You Can Do

As a best practice, we recommend you remain vigilant and promptly report any suspicious activity or suspected identity theft to the proper law enforcement authorities.

For More Information

We apologize for this incident and regret any inconvenience it may cause you. As ever, your trust in ECS is paramount, and we remain thankful for your continued support. For additional information, please refer to our website at: ecscalifornia.org/blackbaud

Should you have any further questions or concerns about this incident and/or the protections available to you, please do not hesitate to contact me at amuir@ecscalifornia.org.

Sincerely,

Andréa Muir

Andréa Muir
Director of Development