

<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
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<<city>>, <<state_province>> <<postal_code>>
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Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

Joslin Diabetes Center (“Joslin”) writes to inform you of a recent incident involving Blackbaud, Inc. (“Blackbaud”), a third-party vendor that Joslin uses for database assistance in donor relations and fundraising operations. On July 16, 2020, Joslin received notification from Blackbaud of a cyber incident that Blackbaud uncovered in May 2020. The confidentiality, privacy, and security of information in our care are among our highest priorities, and we take this incident very seriously.

Upon receiving notice of the cyber incident, Joslin immediately began an investigation to better understand the nature and scope of the incident and any impact on Joslin’s data. This notice provides information about the Blackbaud incident, our response, and resources available to you to help protect your information from possible misuse, should you feel it necessary to do so.

Blackbaud reported that, in May 2020, two months before notifying Joslin, it discovered a ransomware incident that resulted in encryption of certain Blackbaud systems. Blackbaud reported the incident to law enforcement and worked with forensic investigators to determine the nature and scope of the incident. Blackbaud notified its customers, including Joslin, that a cybercriminal may have accessed or acquired certain Blackbaud customer data. Blackbaud reported that the data was potentially exported by the threat actor before Blackbaud locked the cybercriminal out of its environment on May 20, 2020. According to Blackbaud the data was destroyed and they do not believe that any data was or will be misused, disseminated or otherwise be made publicly available. Blackbaud further stated that this belief has been corroborated by outside experts and law enforcement.

Joslin has worked diligently to gather further information from Blackbaud to understand the incident. Our investigation determined that the involved Blackbaud systems may have contained your name, date of birth, treatment date, treatment location and physician name. We have not received any information from Blackbaud that your information was specifically accessed or acquired by the cybercriminal. It is important to note the Joslin data hosted by Blackbaud did not include any financial account information or social security numbers.

Your private information and its security are of the utmost importance to Joslin. We are reviewing our existing policies and procedures regarding our third-party vendors, and are working with Blackbaud to evaluate additional measures and safeguards to protect against this type of incident in the future.

While we have no reason to believe there are any specific actions you need to take in this situation, we encourage you to review the enclosed *Steps You Can Take to Help Protect Your Information*. There you will find general information on what you can do to help protect your personal information.

We understand that you may have questions about the Blackbaud incident that are not addressed in this letter. If you have additional questions, please call our dedicated assistance line at 888-977-0627 between the hours of 9:00 AM to 6:30 PM Eastern Time, Monday through Friday (may exclude certain U.S. holidays). You may also write to Joslin at:

Joslin Diabetes Center
One Joslin Place, Suite 401
Boston, MA 02215
Attention: Privacy Officer

We sincerely regret any inconvenience or concern this incident has caused.

Sincerely,

Joslin Diabetes Center

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Monitor Accounts

In general, we encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

The major credit reporting agencies are listed below:

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 2000
Chester, PA 19016
1-888-909-8872
www.transunion.com

Equifax

P.O. Box 105788
Atlanta, GA 30348-5788
1-800-685-1111
www.equifax.com

Additional Information

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General.

For Maryland residents, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, 1-410-528-8662; 1-888-743-0023; or www.oag.state.md.us.

For Rhode Island residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, Rhode Island 02903; www.riag.ri.gov; or 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. [There are approximately 1,453 Rhode Island residents whose information may have been present.](#)

For Washington, D.C. residents, the Office of Attorney General for the District of Columbia can be reached at: 441 4th Street NW, Suite 1100 South, Washington, D.C. 20001; 1-202-442-9828; <https://oag.dc.gov>.