

Living Beyond Breast Cancer
Mail Handling Services
777 E Park Dr
Harrisburg, PA 17111



Notice of Data Breach

October 27, 2020

Dear _____,

We are writing to notify you that we and many other institutions were recently notified by Blackbaud that it experienced a security incident. This notice explains the incident and measures taken in response.

What Happened?

Blackbaud is a cloud-based software company that provides services to thousands of schools, hospitals, and other nonprofits. On July 16, 2020, Blackbaud notified us that it had discovered a ransomware attack on Blackbaud's network in May 2020. Blackbaud reported that it conducted an investigation, determined that backup files containing information from its clients had been taken from its network, and an attempt was made to encrypt files to convince Blackbaud to pay a ransom. Blackbaud paid a ransom and obtained confirmation that the files removed from its network had been destroyed. Blackbaud reported that it has been working with law enforcement. Upon learning of the incident from Blackbaud, we conducted our own investigation of the Blackbaud services we use and the information provided by Blackbaud to determine what information was involved in the incident. On August 18, 2020, we determined that the backup files contained certain information pertaining to you.

What Information Was Involved?

The backup file involved contained your name and indicated the breast cancer diagnosis that you have provided to us. Blackbaud has assured us that the backup file has been destroyed by the unauthorized individual and there is no reason to believe any data was or will be misused, disseminated, or otherwise made available publicly.

What You Can Do.

Even though there is no evidence that your personal information has been misused, we wanted to let you know this happened and assure you we take it very seriously. For more information, including additional steps you can take in response, please see the additional information provided in the following pages.

What We Are Doing.

We are notifying you of this incident and sharing the steps that we, and Blackbaud, are taking in response. Blackbaud has informed us that they identified and fixed the vulnerability associated with this incident, implemented several changes that will better protect your data from any subsequent incidents, and are undertaking additional efforts to harden their environment through enhancements to access management, network segmentation, and deployment of additional endpoint and network-based security monitoring.

For More Information.

We regret that this occurred and apologize for any inconvenience. Should you have any further questions or concerns regarding this matter, please do not hesitate to contact us at 855-807-6386 or inquiries@lbbc.org.

Sincerely,

A handwritten signature in black ink that reads "Jean Sachs".

Jean A. Sachs, MSS, MLSP
CEO

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Bala Cynwyd, PA 19004
855-807-6386
LBBC.ORG

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft