



THE CRUCIBLE

Inspiring Creativity in Everyone

Notice of Data Breach

May 29, 2020

<full name merged fields>
<address merged fields>
<city, state, zip merged fields>

Dear <first name>,

The Crucible is writing to inform you of an incident involving a potential compromise of your personal information on TheCrucible.org website between April 28, 2019-February 27, 2020. For the last twenty years, The Crucible has been dedicated to empowering our community through hands-on experiences in the industrial arts and partners with a number of organizations and ecommerce tools to effect that mission. We take the protection of our customer information very seriously and we are contacting you to let you know what occurred, how we are responding and what you can do to better protect against the possible misuse of your information. We greatly apologize for any inconvenience and concern that this may cause, as always please feel free to reach out about any questions or thoughts you have—contact information is below.

What Happened

Between April 28, 2019-February 27, 2020, malicious code on TheCrucible.org was skimming data inputted during checkout and saving it on an image file hosted on our site. This code was rendered inactive by updates to TheCrucible.org on February 27, 2020. Upon discovering the malicious code, it was immediately removed and we started a thorough investigation into how the skimmer worked to ensure that no other aspects of TheCrucible.org were compromised. We have reported this security incident to the California Department of Justice.

What Information Was Involved

The information that was vulnerable included name, account username and password, address, email address, phone number, payment method type, full debit or credit card number, expiration date, and Card Verification Value (CVV) number for non-donation transactions made on TheCrucible.org between April 28, 2019-February 27, 2020.

What We Are Doing

Once we identified this problem, we disabled use of all debit and credit cards on TheCrucible.org until we could resolve the security concern. Only after our investigation and taking steps to make sure this problem couldn't reoccur, did we reactivate the use of credit and debit card transactions on TheCrucible.org. We added an additional third malware scanner to our regular security scans of the site.

What You Can Do

If you use the same password on TheCrucible.org on other sites, we strongly suggest you change your passwords immediately. Please also change your password for your account on TheCrucible.org, by visiting www.thecrucible.org/reset. The Federal Trade Commission, California Department of Justice, and other consumer agencies also provide information on steps consumers can take against potential misuse of personal data. You are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit report, visit www.annualcreditreport.com or call toll-free at 1-877-322-8228. As a precautionary measure, we recommend you remain vigilant by reviewing account statements and monitoring free credit reports.

For More Information

We greatly apologize for any inconvenience and concern that this may cause. Should you have any questions regarding this notice, including questions regarding your particular record, please do not hesitate to contact us.

By email: communications@thecrucible.org

By phone: (510) 444-0919

By postal mail: 1260 7th St, Oakland, CA 94607

Sincerely,
Natasha von Kaenel
Director of Marketing and E-Commerce