Santa Catalina School

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

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country >>

Notice of Data Breach

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

Santa Catalina School is writing to notify you of a data security incident that occurred at one of our vendors, Blackbaud, Inc. ("Blackbaud"). 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 non-profits. Blackbaud notified us and many other institutions on July 16, 2020 that it had discovered an attempted ransomware attack on Blackbaud's network in May 2020. Blackbaud reported that it conducted an investigation, determined that there had been unauthorized access to its systems between February 7, 2020 and May 20, 2020, 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 that had been removed had been destroyed. Blackbaud reported that it has been working with law enforcement.

Initially, Blackbaud informed us that the fields in the database backups containing personal information were encrypted and not accessible by the unauthorized individual. However, further investigation determined that this was not the case, and Blackbaud informed us of their updated findings on September 29, 2020.

Following receipt of the notifications about the incident from Blackbaud, we launched our own investigation and worked with Blackbaud to identify the individuals whose information may have been involved. On February 23, 2021 we determined that the unencrypted Blackbaud backup file contained some of your information.

What Information Was Involved?

The Blackbaud backup file involved contained your <<b2b_text_1(ImpactedData)>>. 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 or will be disseminated or otherwise made available publicly.

What You Can Do:

Even though we have 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. As a precaution, Blackbaud is offering you a complimentary membership to Kroll's Identity Monitoring and Fraud Resolution services for 12 months. These services are completely free to you and activating this program will not hurt your credit score. Kroll is a leader in risk mitigation and response and their team has extensive experience helping people whose confidential data may have been compromised. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit **https://enroll.idheadquarters.com** to activate and take advantage of your identity monitoring services.
*You have until **June 20, 2021** to activate your identity monitoring services.*
Activation Number: **<<Member ID>>**

For more information on the Identity Monitoring and Fraud Resolution services, including instructions on how to activate your complimentary 12-month membership, as well as some 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 platforms.

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 1-XXX-XXX-XXXX, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time. Please have your membership number ready.

Sincerely,

Ronald Kellermann
Business Manager

Kroll | A Division of DUFF&PHELPS

TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Triple Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data at any of the three national credit bureaus—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you will have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.
To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

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