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January 19, 2020

Via Email (securitybreach@atg.wa.gov)

Office of the Attorney General
1125 Washington Street SE
PO Box 40100
Olympia, WA 98504-0100

RE: Blackbaud Security Incident Notification

To Whom It May Concern:

I serve as counsel for Helen Keller International (“HKI”), and provide this notification to you of a recent data security incident suffered by Blackbaud, Inc. (“Blackbaud”), a provider of cloud-based data management services. On July 16, 2020, HKI was notified by Blackbaud that it had discovered and stopped a ransomware attack that occurred in May 2020. Blackbaud’s systems that were affected by the attack included a database containing certain information about HKI’s donors. According to the notification provided by Blackbaud, the attacker(s) may have acquired an unknown amount of data maintained within Blackbaud’s database. According to Blackbaud, the data exfiltration may have occurred between February 7, 2020 and May 20, 2020. Blackbaud informed us that it paid a ransom to the attacker and obtained confirmation that the compromised information had been destroyed and is no longer in the possession of the attacker(s). According to Blackbaud, and as far as we know, there is no indication that any of the compromised information has been subject to misuse or to further disclosure. Notably, Blackbaud has assured HKI that no credit card information, bank account information, username and passwords, or Social Security numbers were impacted as a result of this incident. As Blackbaud provided only general information regarding the scope of the incident, HKI immediately began working to obtain additional information from Blackbaud regarding what specific information may have been impacted. Additionally, as Blackbaud has provided insufficient information regarding the incident, HKI began an internal investigation to identify what information may have been stored within the Blackbaud database. As a result of the internal investigation, on December 22, 2020, HKI has discovered that date of birth information was present within the database and not encrypted by Blackbaud as it relates to five hundred and thirty-four (534) Washington residents.

While we believe the information potentially impacted, including the circumstances of the incident, provide little to no risk of harm to the affected individuals, HKI immediately worked to provide general notification regarding the incident to the HKI community which was distributed on August 3, 2020 via email where possible. HKI is providing notification as soon as possible via physical mailing to impacted individuals. A copy of the drafted letter is attached. HKI is taking steps to comply with all applicable

notification obligations. Should we learn that additional Washington residents are impacted as a result of this incident, we will work to provide supplemental notification.

Please contact me should you have any questions.

Very truly yours,

CIPRIANI & WERNER, P.C.

By: John Loyal
John Loyal



HELEN
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RE: NOTICE OF DATA BREACH
Important Security Notification. Please read this entire letter.

Dear <<Name 1>>:

Helen Keller International is writing to inform you of a data security incident experienced by Blackbaud, Inc. (“Blackbaud”), a provider of cloud-based database management services to Helen Keller International, as well as many other not-for-profit organizations, schools, colleges and universities worldwide.

We take the privacy and security of all information very seriously. That is why we are writing to inform you of this incident, to offer information about steps that can be taken to help protect your information.

What Happened:

On July 16, 2020, we were notified by Blackbaud that it had discovered and stopped a ransomware attack that occurred between February 7, 2020 and May 20, 2020. Blackbaud’s systems that were affected by the attack included a database containing certain data related to Helen Keller International. According to the notification provided by Blackbaud, the attacker(s) may have acquired an unknown amount of data maintained within Blackbaud’s database. Blackbaud informed us that it paid a demand to the attacker and obtained confirmation that the compromised information had been destroyed and is no longer in the possession of the attacker(s). According to Blackbaud, and as far as we know, there is no indication that any of the compromised information has been subject to misuse or to further disclosure. Blackbaud has also assured us that they are enhancing their safeguards to mitigate the risk of future attacks. Nevertheless, out of an abundance of caution, we wanted to advise you of this incident and provide you with resources to protect your personal information.

Blackbaud’s initial notification did not identify the scope of the incident and what specific information may have been impacted as it relates to Helen Keller International and our community. Upon discovery, we immediately undertook an in-depth investigation, with the assistance of independent forensic experts, into the impacted data. Due to the complex nature, this process took significant time.

What Information Was Involved:

According to Blackbaud’s initial notification, as well as several separate assurances, bank account information, usernames, passwords, and Social Security numbers that may have been entered into the affected systems were encrypted and the decryption keys were not compromised. Helen Keller International immediately began an internal investigation to determine the scope of the incident reported by Blackbaud. This included obtaining a copy of the impacted data from Blackbaud for further investigation. After significant review, Helen Keller International discovered that your name and date of birth may have been contained within the affected Blackbaud database. Importantly, we have no evidence to suggest that any of the impacted information was viewed or misused during this incident.

What Is Being Done:

Blackbaud has indicated that they are taking actions to further secure their environment through enhancements to access management, network segmentation, deployment of additional endpoint and network-based platforms.

What You Can Do:

We recommend that you remain vigilant in regularly reviewing and monitoring all of your account statements and credit history to guard against any unauthorized transactions or activity. If you discover any suspicious or unusual activity on your accounts, please promptly contact your financial institution or company. We recommend that you promptly report any suspicious activity or suspected identity theft to the proper authorities, as well as the major credit reporting agencies whose information is provided below.

TransUnion

Fraud Victim Assistance Dept.
P.O. Box 6790
Fullerton, CA 92834
1-800-680-7289
www.transunion.com

Experian

National Consumer Assistance
P.O. Box 1017
Allen, TX 75013
1-888-397-3742
www.experian.com

Equifax

Consumer Fraud Division
P.O. Box 105069
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

For More Information:

Should you have questions or concerns regarding this matter, please do not hesitate to contact Catherine Ewald at ceward@hki.org or 646-472-0329. You can also reach out to our colleague, Natalie Evanson, who is also standing by, ready to address concerns you may have on this matter, at nevanson@hki.org or 646-472-0349.

The security of your personal information is of the utmost importance to us, and we deeply regret this incident. Thank you so much for your belief in Helen Keller International and for your committed support of millions of vulnerable families around the world.

Moreover, thank you for standing with us during these extraordinary and historic times.

Sincerely,



Susan Kotcher
Vice President, External Affairs



Catherine Ewald
Associate Vice President, External Affairs