

August 14, 2020

VIA E-MAIL (SECURITYBREACH@ATG.WA.GOV)
AND FEDERAL EXPRESS

Attorney General Bob Ferguson
Office of the Attorney General
Consumer Protection Division
800 5th Avenue, Suite 2000
Seattle, Washington 98104

Re: Notification of a Data Security Incident

Dear Attorney General Ferguson:

The Confluence Health Foundation (“CHF”) is reporting a recent incident pursuant to Wash. Rev. Code § 19.255.010 that may have impacted the personal information of 1,132 Washington residents. This notice will be supplemented, if necessary, with any new, significant facts discovered subsequent to its submission. While CHF is notifying you of this incident, CHF does not waive any rights or defenses relating to the incident, this notice, or the applicability of Washington law on personal jurisdiction.

NATURE OF THE SECURITY BREACH OR UNAUTHORIZED USE OR ACCESS

CHF contracts with the company Blackbaud, Inc. (“Blackbaud”) to store its donor information within Blackbaud’s self-hosted environment. On July 16, 2020, Blackbaud notified CHF that Blackbaud was impacted by a ransomware event where certain data, including some of CHF’s donors’ data, was exfiltrated out of Blackbaud’s systems between April 18, 2020, through May 7, 2020. CHF has since worked diligently to identify the donors whose personal information was contained in the Blackbaud systems, which includes certain Washington residents’ names and dates of birth. While CHF is not aware of any fraud or identity theft to any individual as a result of this incident and cannot confirm if any personal information was actually obtained by an unauthorized party, CHF is notifying the potentially impacted Washington residents.

NUMBER OF WASHINGTON RESIDENTS AFFECTED

The incident is believed to have impacted 1,132 Washington residents. CHF is mailing a notification letter to impacted individuals today, August 14, 2020. Enclosed is a sample of the notice letter that is being sent to the potentially impacted residents via first-class United States mail.

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*If you would no longer like to receive communications from Confluence Health Foundation please call (509) 436-6275 or email foundation@confluencehealth.org

STEPS TAKEN RELATING TO THE INCIDENT

Upon learning of the incident, CHF conducted a comprehensive search for any personal information stored in the Blackbaud system. Because CHF receives no patient information from the health care entity it benefits, this incident involves only donor information. CHF is formally notifying the potentially impacted Washington residents. CHF is reviewing its relationship with Blackbaud and the technical controls in place for securing CHF's data in the Blackbaud systems.

CONTACT INFORMATION

Please contact me if you have any questions or if I can provide you with any further information concerning this matter. I can be reached at abel.noah@confluencehealth.org or (509) 661-3507.

Very truly yours,

A handwritten signature in black ink, appearing to read "Abel Noah", written in a cursive style.

Abel Noah
Vice President, Executive Trustee
Confluence Health Foundation

Enclosure

August 14, 2020

<<Name>>
<<Address>>
<<City>>, <<State>> <<Zip Code>>

Dear <<Name>>:

Confluence Health Foundation (“we,” “us,” and “our”) are writing to advise you of a recent data security incident involving a company called Blackbaud, Inc. (“Blackbaud”). We contract with Blackbaud to store our donor information within Blackbaud’s self-hosted environment.

On July 16, 2020, Blackbaud notified us, as well as hundreds of other organizations that use its products, that it was impacted by a ransomware event. According to Blackbaud, in May 2020, ransomware was deployed within Blackbaud’s environment and some of its data was exfiltrated out of its systems. Blackbaud encrypts most of the data it stores, but some of the less sensitive fields are left unencrypted. As a result, the unauthorized third party that gained access to Blackbaud’s network could have accessed your name and date of birth. The incident did not impact your Social Security number, payment card data, or financial account information.

Upon learning of the incident, we reviewed our internal records to identify who may have been affected. We also worked with Blackbaud to obtain additional information about the nature of the event to determine the risk to your personal information. **We are not aware of any instances of fraud or identity theft arising out of the incident, and Blackbaud has assured us that any sensitive information that could lead to a risk of identity theft was encrypted and therefore inaccessible to the bad actor.** Blackbaud has also made assurances to its customers that based on the nature of the incident, their research, and third party investigation, they have no reason to believe any data went beyond the bad actor involved, or will be misused or disseminated. Nonetheless, out of an abundance of caution, we wanted to provide you with notice of the incident.

Although we feel the incident does not create a danger of identity theft or fraud, we want to make sure you can get more information about these issues. The FTC is a good resource and can be reached at www.ftc.gov/idtheft or by calling 1-877-ID-THEFT (1-877-438-4338). You may also send mail to Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580. You can also contact the national credit reporting agencies at:

Equifax
1-866-349-5191
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374

Experian
1-888-397-3742
www.experian.com
P.O. Box 2002
Allen, TX 75013

TransUnion
1-800-888-4213
www.transunion.com
P.O. Box 2000
Chester, PA 19016

We value the trust you place in us and take our responsibility to safeguard your personal information seriously. We apologize for any inconvenience or concern this incident might cause. We are committed to taking steps to help prevent this from happening again, including reviewing our relationship with Blackbaud and the technical controls they have in place for securing our data. If you have questions, please call the Confluence Health Foundation at (509) 436-6275, Monday through Friday.

Sincerely,
Abel Noah
VP & Executive Trustee