



August 10, 2020

To whom it may concern at the Washington State Attorney General's Office:

On July 16th Blackbaud notified Heritage University that they had a ransomware attack, and the attacker was able to download a copy of Heritage data in Raiser's Edge and ResearchPoint, which are services our Advancement team uses (and are the widest-used systems of their kind in non-profits) for customer relation management. **Credit card and banking information were not included.** The following link will take you to Blackbaud's recap of the incident: <https://www.blackbaud.com/securityincident>

The information stolen, and ultimately destroyed by the hacker once the ransom was paid, **were names and date of birth** of 7,803 Washington residents, most of whom are students or former students of the university.

Blackbaud has assured its customers that the data is safe, but out of an abundance of caution and a careful reading of WA law, we are notifying those affected and your office within 30 days of becoming aware.

Attached is a copy of the notification we have sent to those affected.

If there is anything else you require of us in regard to this matter, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink, appearing to read "David Wise", written over a circular blue stamp or seal.

David Wise

Vice President for University Advancement, Marketing, and Admissions

Dear (NAME),

I am writing to notify you of a data security incident that involved some of your personal information. One of our third-party service providers recently experienced a data breach.

Cybercriminals targeted Blackbaud, a widely used software provider which works with Heritage and many nonprofits to support fundraising and engagement efforts. Due to our encryption practices, no credit card data, banking information, social security numbers, or passwords were affected. However, some of your personal information -- your first and last name and date of birth -- may have been compromised. A full description of the incident is available at <https://www.blackbaud.com/securityincident>

Based on their research, Blackbaud and law enforcement officials believe that no data went beyond the cybercriminal. Nonetheless, they have hired a third-party team of experts to continually monitor for it as an extra precautionary measure. We remain in regular contact with Blackbaud regarding the details of this incident and will continue to monitor their response. In the meantime, we are actively taking steps to reduce any future risk by ensuring personal identifiable information that is not necessary is removed across all university systems.

We sincerely apologize for this incident and regret any worry or inconvenience it may cause you. As more detailed information about the incident becomes available, we will follow up with anyone we believe may have been directly affected.

If you have any concerns or questions, I encourage you to contact me directly.

David Wise
Vice President for University Advancement
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