

August 31, 2020

**VIA ELECTRONIC MAIL**

Office of the Attorney General  
1125 Washington St. SE  
Olympia, WA 98504  
[SecurityBreach@atg.wa.gov](mailto:SecurityBreach@atg.wa.gov)

Re: Security Incident Notification

Greetings:

I am writing on behalf of Planned Parenthood Los Angeles to inform you of a security incident experienced by Blackbaud, a vendor whose fundraising and donor engagement software is used by nonprofit organizations nationwide. Blackbaud identified a ransomware cyberattack affecting certain information stored on its servers. They responded to and contained the situation with the aid of law enforcement and cybersecurity and forensics experts. The attack began on February 7, 2020, and was stopped by May 20, 2020.

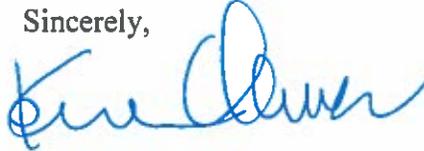
Blackbaud informed us that some Planned Parenthood Los Angeles data may have been impacted by this incident. Unfortunately, the criminal was able to remove a portion of the data stored on the company's servers, which included some information about donors, such as street addresses, phone numbers, email addresses, and birthdateS. Data such as social security numbers, credit card data, or bank account information was not affected.

Blackbaud has informed us that it has obtained confirmation that the stolen data was destroyed and that it has no reason to believe the information was or will be misused or made publicly available. Blackbaud informed us of the security incident on July 16, 2020. Planned Parenthood Los Angeles provided notice to state residents who may have been affected by the incident beginning on July 30, 2020. Planned Parenthood Los Angeles data relating to 1,027 Washington residents was affected by this incident.

Planned Parenthood Los Angeles' service agreements with Blackbaud require them to employ stringent security measures to protect the data of our supporters, and this breach has violated those agreements. We are conducting a close investigation to fully understand what measures Blackbaud is taking to remedy this situation and prevent further incidents.

A sample copy of the notice sent to individuals is attached. Please feel free to contact me if you have any questions or require additional information. If you have any questions about our request, please do not hesitate to contact me at (213) 284-3280.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kevin Oliver". The signature is fluid and cursive, with a large initial "K" and "O".

Kevin Oliver  
Chief Legal Counsel  
Planned Parenthood Los Angeles  
Sincerely

August 14, 2020

Dear {Name},

We're reaching out today to let you know that Planned Parenthood Los Angeles (PPLA) was recently notified of a data breach at Blackbaud, a vendor whose fundraising and donor engagement software is used by nonprofit organizations nationwide — including some Planned Parenthood organizations. As a donor to PPLA, we are informing you that Blackbaud identified a ransomware cyberattack affecting certain information stored on its servers. They responded to and contained the situation with the aid of law enforcement and cybersecurity and forensics experts.

Unfortunately, the criminal was able to remove a portion of the data stored on the company's servers, which included some information about you and other donors, such as street addresses or phone numbers. ***Sensitive data — such as social security numbers, credit card data, or bank account information — was not affected.*** Blackbaud has obtained confirmation that the stolen data was destroyed and has no reason to believe the information was or will be misused or made publicly available.

Blackbaud discovered and contained this attack in May of this year. Unfortunately, the company did not notify its clients — including Planned Parenthood — until mid-July. To say the least, we find this delay unacceptable, and we are extremely dissatisfied with Blackbaud's lack of transparency around this incident. We are deeply committed to the privacy of our supporters and have been working diligently since we were notified to obtain substantial, accurate information to share with you.

Planned Parenthood's service agreements with Blackbaud require them to employ stringent security measures to protect the data of our supporters, and this breach has violated those agreements. We are conducting a close investigation to fully understand what measures Blackbaud is taking to remediate this situation and prevent further incidents. Blackbaud's statement on this attack can be found on their website.

If you have any further questions about this incident and the steps Planned Parenthood takes to protect the data of our donors, please call us at 213.284.3300 or email [Development@pp-la.org](mailto:Development@pp-la.org)

Thank you, as always, for your support.

Best,

Bess Walkes  
Vice President of Development

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