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September 17, 2020

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VIA E-MAIL

Washington Attorney General's Office
800 5th Ave, Suite 2000
Seattle, WA 98104-3188
SecurityBreach@atg.wa.gov

RE: Notification of Security Breach

To Whom It May Concern:

I am writing on behalf of the Western Washington University Foundation ("the WWU Foundation") to inform you of a recent security incident involving alumni information. The WWU Foundation uses software provided by a company called Blackbaud for data management services. As you are aware, Blackbaud identified—and contained—a ransomware cyberattack affecting certain information stored on its servers in May 2020. Blackbaud has stated that the attack began February 7 and lasted until May 20. The attackers obtained certain files, including data from the WWU Foundation, and demanded payment to delete the data. Blackbaud made this payment, and reports it is confident that the information was deleted and not further transferred. Information about this incident has been posted at blackbaud.com/securityincident.

Blackbaud notified Western on July 16 that its files were among those obtained by the attacker. Western determined on September 9 that this incident likely impacted "personal information," as defined under R.C.W. § 19.255.005, of approximately 165,000 Washington residents. Specifically, the files contain alumni birthdates and identifiers that were formerly student ID numbers.

Notifications are currently being printed and it is anticipated that they will be mailed beginning September 28

Please contact me at the above address with any questions or concerns regarding this incident.

Sincerely,

Amelia M. Gerlicher

Individual Notice Template – Sept. 17, 2020

<date>

<name>
<street address>
<City, State, zip>

Dear <Salutation>,

We want to alert you to a security issue that recently affected the Western Washington University Foundation. The WWU Foundation utilizes fundraising services provided by Blackbaud, a third-party software vendor. In May of this year, Blackbaud identified—and contained—a ransomware cyberattack affecting certain information stored on its servers. This attack affected numerous non-profit organizations, including the WWU Foundation. We do not believe that we were specifically targeted; however, Blackbaud notified us on July 16 that the attackers obtained files from our Blackbaud installation. Our subsequent investigation indicates that these files likely contained your name, address, phone number, email address, birthdate, Western Washington student ID number, and other information pertaining to your relationship with the WWU Foundation. These files **did not** contain any personal financial information such as driver's license number, social security number, bank account, or credit and debit card information.

The attackers demanded payment to delete the data. Blackbaud made this payment, and reports it is confident that the information was deleted and not further transferred. Information about this incident has been posted at blackbaud.com/securityincident. Blackbaud has engaged with law enforcement and forensic experts to investigate the incident and confirm the scope of the attack. We continue to work with Blackbaud to understand the impact of the incident on us and how they will ensure this kind of incident does not happen in the future. We have been assured that Blackbaud's teams were able to quickly identify the vulnerability associated with this incident, including the tactics used by the cybercriminal, and took swift action to fix it. Blackbaud has continued to implement additional security measures in a variety of areas and engaged third parties to test its defenses.

Although Blackbaud has assured us that the information was deleted, as a best practice, we recommend that you remain vigilant about your personal information. We have provided additional information regarding potential precautions below.

We sincerely regret any worry or inconvenience this incident may cause you. If you have further questions or concerns regarding this matter, please don't hesitate to contact us at blackbaud.incident@wwu.edu, or (360) 650-3027.

Sincerely,

Western Washington University Foundation

Individual Notice Template – Sept. 17, 2020

Tips to Protect Your Information

Review Credit Reports. You may obtain a free copy of your credit report maintained by each of the three credit reporting agencies by visiting www.annualcreditreport.com or by calling toll-free 877-322-8228. Review the reports carefully, and if you find anything you do not understand or that is incorrect, contact the appropriate credit reporting agency. Credit reporting agencies must investigate your report, and remove inaccurate, incomplete, or unverifiable information.

Fraud Alerts and Security Freezes. You may also consider contacting the credit reporting agencies directly if you wish to put in place a fraud alert or a security freeze. A fraud alert will notify any merchant checking your credit history that you may be the victim of identity theft and that the merchant should take additional measures to verify the application. Contacting any one of the three agencies will place an alert on your file at all three. A security freeze restricts all creditor access to your account, but might also delay any requests you might make for new accounts. Enquire with the credit reporting agencies for their specific procedures regarding security freezes.

- Equifax: 1-800-525-6285; www.equifax.com; P.O. Box 740241, Atlanta, GA 30374-0241
- Experian: 1-888-EXPERIAN (397-3742); www.experian.com; P.O. Box 9554, Allen, TX 75013
- TransUnion: 1-800-916-8800; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 2000, Chester, PA 19022-2000

Contact the Federal Trade Commission. The Federal Trade Commission also provides information about how to avoid identity theft and what to do if you suspect your identity has been stolen. The Federal Trade Commission, Identity Theft Clearinghouse, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580, identitytheft.gov, 1-877-ID-THEFT (877-438-4338).