

August 19, 2020

Blaine C. Kimrey
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VIA EMAIL (SecurityBreach@atg.wa.gov)

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

Re: Notice of Potential Data Security Incident

Dear Sir or Madam:

I represent California Lutheran University (“Cal Lutheran”). I’m writing to inform you of a recent potential data security incident that may have impacted the security of certain personal information of 3,549 Washington residents.

Background of the Incident

Cal Lutheran is a private liberal arts university in Thousand Oaks, California. On July 26, 2020, Cal Lutheran learned that data of Washington residents may have been at issue in a ransomware attack on one of Cal Lutheran’s third-party service providers, Blackbaud. Blackbaud provides education administration, fundraising, and financial management software to many nonprofits and schools to support their fundraising and engagement efforts. According to Blackbaud, the ransomware attacker stole Blackbaud customer data and demanded that Blackbaud pay a Bitcoin ransom in exchange for an assurance of data destruction. Blackbaud says it paid the ransom and received the assurance of data destruction, but Cal Lutheran cannot be completely certain that the data was in fact destroyed.

Cal Lutheran received notice of the Blackbaud incident on July 16, 2020, and promptly launched an investigation to determine precisely what information was. On July 30, 2020, Cal Lutheran confirmed that its internal systems were not affected in any way whatsoever by this incident. The information in the Blackbaud environment included names, addresses, and dates of birth. No Social Security numbers, driver’s license numbers, or credit card numbers were stored in Cal Lutheran’s Blackbaud database.

Notice to Washington Residents

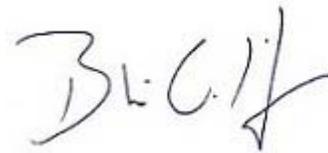
On August 19, 2020, the 3,549 potentially impacted Washington residents were sent notices by U.S. Mail. Enclosed please find a copy of the letter sent to Washington residents. Cal Lutheran has arranged to provide one (1) year of complimentary credit monitoring and identity theft

protection services through ID Experts for the affected residents. Additionally, Cal Lutheran has established a call center that the Washington residents can contact, toll-free, to ask questions and to receive further information regarding the incident.

Contact Information

Please contact me if you have any questions or if I can provide you with any further information concerning this matter. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "Blaine C. Kimrey". The signature is stylized with a large initial "B" and a long, sweeping flourish at the end.

Blaine C. Kimrey

cc: California Lutheran University

California Lutheran

UNIVERSITY

C/O ID Experts
P.O. Box 1907
Suwanee, GA 30024

To Enroll, Please Call: 833-901-0919 Or Visit: https://app.myidcare.com/account-creation/protect Enrollment Code: <<XXXXXXXXXX>>

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

August 19, 2020

Dear [First_Name] [Last_Name],

California Lutheran University (“Cal Lutheran”) is committed to your privacy and the security of your information. As part of this commitment, we are providing you this notice regarding a potential data security incident that may have affected you.

What Happened

Cal Lutheran learned on July 26, 2020, that your data may have been at issue in a ransomware attack on one of Cal Lutheran’s third-party service providers, Blackbaud. Blackbaud provides education administration, fundraising, and financial management software to many nonprofits and schools to support their fundraising and engagement efforts. According to Blackbaud, the ransomware attacker stole Blackbaud customer data and demanded that Blackbaud pay a Bitcoin ransom in exchange for an assurance of data destruction. Blackbaud says it paid the ransom and received the assurance of data destruction, but Cal Lutheran cannot be completely certain that the data was in fact destroyed.

Cal Lutheran received notice of the Blackbaud incident on July 16, 2020, and promptly launched an investigation to determine precisely what information was at issue. On July 26, 2020, Cal Lutheran was able to identify precisely what data elements were at issue and which states were involved. On July 30, 2020, Cal Lutheran was able to confirm that its internal systems were not affected in any way whatsoever by this incident. We have no evidence that your information has been misused, but we are now providing this notice to certain individuals out of an abundance of caution given the requirements of certain states.

What Information Was Involved

The information potentially at risk included your name, date of birth, and postal mailing address. No Social Security numbers, driver’s license numbers, or credit card numbers were stored in Cal Lutheran’s Blackbaud database.

What We Are Doing

Investigation. Upon learning of the incident, Cal Lutheran conducted a full investigation to determine the degree to which any sensitive information stored by Cal Lutheran in the Blackbaud environment might have been affected in the ransomware attack on Blackbaud.

Mitigation. Cal Lutheran has retained ID Experts® to provide, at no cost to you, identity theft protection and credit monitoring services. The details for opting into these services are set forth below.

Protection Against Further Harm. Cal Lutheran's systems were not compromised in any fashion, and Cal Lutheran remains deeply committed to privacy and data security. As to Blackbaud, Cal Lutheran will take all steps prudent to minimize the chances of something like this occurring again in the future.

What You Can Do

We're offering identity theft protection services through ID Experts®, the data security incident and recovery services expert, to provide you with MyIDCare™. With this protection, MyIDCare will help you resolve issues if your identity is compromised. We strongly encourage you to register for this free identity theft protection service. To enroll please visit <https://app.myidcare.com/account-creation/protect> or call 833-901-0919 with the Enrollment Code provided above. The deadline for enrollment is November 19, 2020.

Your 12-month MyIDCare membership will include the following:

Credit Monitoring and Recovery Services

- **Single-Bureau Credit Monitoring** - Monitors any changes reported by Experian to your credit report.
- **CyberScan** - Dark Web monitoring of underground websites, chat rooms, and malware, 24/7, to identify trading or selling of personal information like SSNs, bank accounts, email addresses, medical ID numbers, driver's license numbers, passport numbers, credit and debit cards, phone numbers, and other unique identifiers.
- **Access to the ID Experts Team** - Access to an online resource center for up-to-date information on new identity theft scams, tips for protection, legislative updates and other topics associated with maintaining the health of your identity.
- **Complete Recovery Services** - Should you believe that you are a victim of identity theft, MyIDCare will work with you to assess, stop, and reverse identity theft issues.
- **Identity Theft Insurance** - In the event of a confirmed identity theft, you may be eligible for reimbursement of up to \$1,000,000 for expenses related to that theft.

For More Information

If you have questions or concerns, please contact our toll free number, 833-901-0919, between the hours of 6 am – 6 pm PST. Additionally, for more information about avoiding identity theft, you can contact the Federal Trade Commission at 600 Pennsylvania Ave. N.W., Washington, D.C. 20580, 1-877-ID-THEFT, consumer.ftc.gov.

Sincerely,



Zareh Marselian
CIO
California Lutheran University