

Planned Parenthood Columbia Willamette

August 14, 2020

BY ELECTRONIC MAIL

Office of the Attorney General
1125 Washington St SE
Olympia, WA 98504
SecurityBreach@atg.wa.gov

RE: Confidential: Security incident notification

To Whom It May Concern:

I am writing on behalf of Planned Parenthood of the Columbia Willamette, Inc. ("PPCW") 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 PPCW 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 birthdate. **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 informed us of the security incident on July 16, 2020. PPCW provided notice to state residents who may have been affected by the incident beginning on August 13, 2020. A total of 2,866 Washington residents were affected by this incident.

PPCW'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 remedy this situation and prevent further incidents.

A sample copy of the notice sent to individuals is enclosed as Attachment A. Please feel free to contact me if you have any questions or require additional information.

Sincerely,



Kala Bernhardt, JD
Planned Parenthood Columbia Willamette
HIPAA Security & Privacy Officer
Corporate Compliance Manager
Phone: 971.269.5508
Email: kala.bernhardt@ppcw.org

Planned Parenthood Columbia Willamette

Attachment A: Sample Copy of Notice Sent to Individuals

August 12, 2020

<<Addressee>>
<<Address>>
<<City>>, <<State>> <<Zip>>

Dear <<Salutation>>,

We're reaching out today to let you know that Planned Parenthood Columbia Willamette was recently notified of a data breach at 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.

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, phone numbers, email addresses, and birth dates. **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 Columbia Willamette — 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 Columbia Willamette'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 remedy this situation and prevent further incidents. Blackbaud's statement on this attack can be found on their website at www.blackbaud.com/securityincident.

While we are confident that no sensitive financial information was exposed in the Blackbaud breach, it is always good practice to monitor your credit to guard against identity theft. For your convenience, I have included, below my signature, contact information for the three major credit reporting agencies.

Thank you, as always, for your support. If you have any further questions about this incident, please don't hesitate to reach out to me at meghan.milinski@ppcw.org or 503-775-4931 x3257.

Best,



Meghan Milinski
Vice President of Development

Experian
888-397-3742
Experian Security Freeze
PO Box 9554
Allen, TX 75013

Equifax
888-298-0045
Equifax Security Freeze
PO Box 105788
Atlanta, GA 30348-5788

TransUnion
888-909-8872
TransUnion LLC
PO Box 2000
Chester, PA 19016

P.S. You may receive more than one notification of this incident as in order to comply with state law, each affiliate in WA State will communicate about the breach to its affected donors. If this is you, thank you for supporting us all!