



2001 East Madison Street
Seattle, WA 98122
p: 206.328.7734 · f: 206.328.7522
www.ppgnhi.org

Planned Parenthood of the Great Northwest and the Hawaiian Islands

August 24, 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 Great Northwest and the Hawaiian Islands ("PPGNHI") 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 PPGNHI 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.



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Blackbaud informed us of the security incident on July 16, 2020. PPGNHI provided notice to state residents who may have been affected by the incident beginning August 14, 2020; 60,813 Washington residents were affected by this incident.

PPGNH'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 attached. Please feel free to contact me if you have any questions or require additional information.

Sincerely,

A handwritten signature in black ink, appearing to read 'Hannah Brass Greer', written in a cursive style.

Hannah Brass Greer
Chief Legal Counsel



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Subject: Notification of Blackbaud Data Breach

Dear {NAME},

We're reaching out today to let you know that Planned Parenthood of the Great Northwest and the Hawaiian Islands 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 of the Great Northwest and the Hawaiian Islands — 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 of the Great Northwest and the Hawaiian Island'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 by [clicking here](#).



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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 us at Gifts@ppgnhi.org or 866.674.2538.

Best,

Erika Croxton