

# CLARK HILL

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August 19, 2020

**Attorney General Bob Ferguson**  
[securitybreach@atg.wa.gov](mailto:securitybreach@atg.wa.gov).

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

Dear Attorney General Ferguson:

We represent Ronald McDonald House Charities (“RMHC”) with respect to a data security incident involving RMHC’s third party service provider, Blackbaud, Inc. (“Blackbaud”). RMHC is committed to answering any questions you may have about the data security incident, its response, and steps it has taken to prevent a similar incident in the future.

## **1. Nature of security incident.**

On July 16, 2020, Blackbaud notified RMHC that it had experienced a ransomware attack in May 2020. As part of that communication, Blackbaud informed RMHC that it was able to detect and stop the attack prior to the deployment of ransomware, but its independent forensic investigation revealed that, prior to the attempted ransomware deployment, the threat actors successfully removed a copy of a database backup file containing a limited amount of RMHC donor information. Blackbaud also informed RMHC that all Social Security numbers, credit or debit card numbers, bank account information, and any usernames or passwords contained in the database were encrypted at rest and not at risk of compromise. After receipt of the notification from Blackbaud, RMHC reviewed the unencrypted data fields in the impacted database and discovered that donor names, dates of birth, addresses, phone numbers, marital status, and information relating to donations were present in the impacted database and not encrypted by Blackbaud. Blackbaud also informed RMHC that it paid the threat actors in exchange for assurances that any stolen data was deleted and received confirmation of the same after deletion.

## **2. Number of Washington residents affected.**

RMHC sent written notice to nine hundred and eleven (911) Washington residents whose information was present in this Blackbaud database. The notification letter will be sent to the

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potentially affected individuals on August 20, 2020 via regular mail (a copy of the form notification letter is enclosed).

**3. Steps taken or plan to take relating to the incident.**

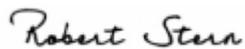
RMHC is working with Blackbaud to obtain more information about this incident, how it occurred, what improvements Blackbaud has made to its network and systems, and whether Blackbaud can encrypt all database fields going forward. RMHC is also reviewing its policies and procedures relating to vendor data security. Finally, RMHC provided all recipients with contact information for the three major credit reporting bureaus and RMHC if they have questions regarding this incident.

**4. Contact information.**

RMHC takes the security of personal information in its or its third-party service providers' control seriously and is committed to protecting the personal information of its community. If you have any questions or need additional information, please do not hesitate to contact me at [Rastern@clarkhill.com](mailto:Rastern@clarkhill.com) or (312) 985-5940.

Very truly yours,

CLARK HILL



Robert A. Stern

Enclosure



Ronald McDonald House Charities®

110 N. Carpenter St, Chicago, IL 60607-2101  
630 623-7048 tel

www.RMHC.org

August 20, 2020

Addressee

Address

Address

City, State Zip

Dear **Salutation**,

We are writing to inform you of a data security incident experienced by a third-party service provider of Ronald McDonald House Charities (RMHC) that may have impacted a limited amount of your personal information, including your name, address, and date of birth. We take the privacy and security of your information seriously, and sincerely apologize for any inconvenience this may cause you.

#### **What happened?**

On July 16, 2020, RMHC was notified by its third-party service provider, BlackBaud, Inc. (BlackBaud), that Blackbaud had experienced a ransomware attack in May 2020. BlackBaud informed us that they were able to detect and stop the ransomware attack, but its independent forensic investigation revealed that the attackers had removed a copy of a backup containing a limited amount of RMHC donor information.

#### **What information was involved?**

Blackbaud informed us that no Social Security numbers, credit or debit card numbers, bank account information or usernames or passwords were compromised. The information at risk in the backup is limited to your name, address, date of birth, telephone number, email address, and information about any donations you may have made to RMHC.

#### **What we are doing and what you can do:**

The privacy and security of our donors' information is important to us. Since learning of the incident, we are working with Blackbaud to obtain more information about the incident, and whether all data fields in the database and any backups can be encrypted going forward. While BlackBaud confirmed that limited information was impacted by this incident, it is always a good idea to remain vigilant and promptly report any suspicious activity to law enforcement. For your convenience, we have provided the contact information for the three major credit bureaus.

Equifax Fraud Reporting  
1-866-349-5191  
P.O. Box 105069  
Atlanta, GA 30348-5069  
www.alerts.equifax.com

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
www.experian.com

TransUnion Fraud Reporting  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
www.transunion.com

Keeping families close®



**Ronald McDonald House Charities®**

110 N. Carpenter St, Chicago, IL 60607-2101  
630 623-7048 tel

[www.RMHC.org](http://www.RMHC.org)

For questions related to this incident, please call (630) 623-7048 or email [info@rmhc.org](mailto:info@rmhc.org). Protecting your data is one of our top priorities, and we'll continue to analyze how we can ensure the safety and security of your information at all times. We hope that our commitment to transparency and your security allows us to regain your trust. Our mission of keeping families with ill and injured children close to the care they need to thrive remains, and we are grateful for your continued support.

Sincerely,

A handwritten signature in black ink that reads "Kelly Dolan".

Kelly Dolan  
Chief Marketing and Development Officer

**Keeping families close®**