

# ALSTON & BIRD

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September 8, 2020

## **CONFIDENTIAL VIA EMAIL**

Washington State Office of the Attorney General  
[SecurityBreach@atg.wa.gov](mailto:SecurityBreach@atg.wa.gov)

Re: Notice of Security Incident

To the Office of the Attorney General:

We are writing on behalf of our client Saybrook University ("Saybrook") to notify you of a security incident that affected one of its third-party service providers, Blackbaud, and that may have involved the personal information of residents in your state. A sample copy of the notification being sent to 935 Washington residents via first-class mail on September 8, 2020 is attached to this letter.

On July 16, 2020, Saybrook was notified by Blackbaud that they had recently discovered a ransomware attack. According to Blackbaud, Blackbaud – together with independent forensics experts and law enforcement – locked the cybercriminal out of their system. However, the cybercriminal removed a copy of a subset of data pertaining to several of Blackbaud's clients, including Saybrook. Unauthorized access to Blackbaud's system may have occurred between February 7, 2020 and May 20, 2020.

Saybrook promptly commenced an investigation to determine what, if any, personal information was potentially impacted immediately upon receiving notice from Blackbaud. On or about August 14, 2020, Saybrook determined which individuals may have had personal information contained in the removed file. The personal information may have included:

- Contact information (name, address, email, phone)
- Demographic information (date of birth, gender, marital status, ethnicity, nationality)
- Education details (school, degree, graduation date)
- Donation history (gift amount, gift date, gift payment type, gift designation)

Blackbaud has assured Saybrook that they have identified and fixed the vulnerability associated with the incident, and that they are accelerating their efforts to further secure their environment. Blackbaud also informed Saybrook that they paid a ransom to the cybercriminal

to delete the removed data. Blackbaud has hired a third-party firm to monitor for any misuse or public posting of the removed data and indicates that it has not seen any evidence that the data still exists or is being misused

If you have any questions regarding this incident or if you desire further information or assistance, please email me at [Kimberly.Peretti@alston.com](mailto:Kimberly.Peretti@alston.com) or call my direct line at (202) 239-3720.

Sincerely,

A handwritten signature in black ink, appearing to read "K K Peretti". The signature is written in a cursive, somewhat stylized font.

Kimberly K. Peretti

Enclosures



C/O TCS Education System  
203 N LaSalle St., Suite #1900  
Chicago, IL 60601

[IndividualFirstName] [Individual LastName]

[Date]

[Address1]

[Address2]

[City], [State] [Zip Code]

Dear [IndividualFirstName] [IndividualLastName],

On July 16, 2020, Saybrook University was notified by Blackbaud, one of our third-party service providers, that they had recently discovered a ransomware attack that may have affected your personal information. Blackbaud is a large cloud software company that provides business solutions and consulting to many nonprofit organizations, including us.

According to Blackbaud, after discovering the attack, they—together with independent forensics experts and law enforcement—locked the cybercriminal out of their system. However, prior to locking the cybercriminal out, the cybercriminal removed a copy of a subset of data pertaining to several of Blackbaud’s clients, including us. This unauthorized access may have occurred between February 7, 2020 and May 20, 2020.

Upon receiving notice from Blackbaud, we immediately commenced an investigation to determine what, if any, personal information was potentially impacted. On August 14, 2020, we were able to determine which individuals may have had personal information contained in the removed file. The personal information may have included:

- Contact information (name, address, email, phone)
- Demographic information (gender, marital status, ethnicity, nationality, DOB)
- Education details (school, degree, graduation date)
- Donation history (gift amount, gift date, gift payment type, gift designation)

Your Social Security number and financial information were not stored in this system.

Blackbaud has assured us that they have identified and fixed the vulnerability associated with the incident, and that they are accelerating their efforts to further secure their environment. Blackbaud also informed us that they paid a ransom to the cybercriminal to delete the removed data. Blackbaud has hired a third-party firm to monitor for any misuse or public posting of the removed data and indicates that it has not seen any evidence that the data still exists or is being misused. Should you have any questions about obtaining free credit reports, fraud alerts, or security freezes, however, you can also contact the major credit bureaus using the contact information included in the enclosed Reference Guide.



C/O TCS Education System  
203 N LaSalle St., Suite #1900  
Chicago, IL 60601

Thank you for your support. We sincerely apologize for this incident and regret any inconvenience it may cause you. Should you have any further questions or concerns regarding this matter, please do not hesitate to contact Carmen Bowen at 626-316-5312 or [cbowen@saybrook.edu](mailto:cbowen@saybrook.edu).

Sincerely,

A handwritten signature in black ink, appearing to read "Nathan Long". The signature is fluid and cursive, with a large, stylized "L" at the end.

Nathan Long  
President  
Saybrook University  
55 Eureka St.  
Pasadena, CA 91103



C/O TCS Education System  
 203 N LaSalle St., Suite #1900  
 Chicago, IL 60601

**Reference Guide**

Even though the impacted information did not include any of your financial information or your Social Security number, applicable state law requires that we provide you with contact information for the major credit reporting agencies. We are also providing you with additional details on steps you can take to protect your information as a general practice:

**Order Your Free Credit Report.** To order your free annual credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free at (877) 322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission’s (“FTC”) website at [www.ftc.gov](http://www.ftc.gov) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three credit bureaus provide free annual credit reports only through the website, toll-free number or request form.

**Place a Fraud Alert on Your Credit File.** To place a fraud alert on your credit report, call any one of the toll-free fraud numbers provided below. You will reach an automated telephone system that allows flagging of your file with a fraud alert at all three credit bureaus.

Equifax  
 P.O. Box 105069  
 Atlanta, Georgia  
 30348  
 800-525-6285  
[www.equifax.com](http://www.equifax.com)

Experian  
 P.O. Box 2002  
 Allen, Texas 75013  
 888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
 P.O. Box 2000  
 Chester, PA 19016  
 800-680-7289  
[www.transunion.com](http://www.transunion.com)

**Security Freezes.** You have the right to request a credit freeze from a consumer reporting agency, free of charge, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. If you place a security freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a security freeze may delay your ability to obtain credit. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit bureau. To place a security freeze on your credit report you must contact the credit reporting agency by phone, mail, or secure electronic means and provide proper identification of your identity. Below, please find relevant contact information for the three consumer reporting agencies:

Equifax Security Freeze  
 P.O. Box 105788  
 Atlanta, GA 30348  
 800-685-1111  
[www.equifax.com](http://www.equifax.com)

Experian Security Freeze  
 P.O. Box 9554  
 Allen, TX 75013  
 888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
 P.O. Box 160  
 Woodlyn, PA 19094  
 888-909-8872  
[www.transunion.com](http://www.transunion.com)