

August 17, 2020

**Robert F. Walker**  
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**Via Email: SecurityBreach@atg.wa.gov**

**Attorney General Bob Ferguson**  
Office of the Attorney General  
Consumer Protection Division  
1125 Washington Street SE  
P.O. Box 40100  
Olympia, WA 98504-0100

Re: Notification of Data Security Incident

Dear Attorney General Ferguson:

We represent Washington State University Foundation (“WSU Foundation”) with respect to a potential data security incident involving Blackbaud, Inc. (“Blackbaud”) that is described in more detail below.

**1. Nature of the security incident.**

Blackbaud is a third party engagement and fundraising software service provider that is used by WSU Foundation and many other institutionally related foundations to organize and store information related to members of the WSU Foundation community.

As your Office may already be aware, on July 16, 2020 Blackbaud notified WSU Foundation and other institutions that Blackbaud experienced a cybersecurity incident that may have resulted in the exposure of personal information maintained by educational institutions on the Blackbaud platform.

At this time, we understand Blackbaud discovered and stopped the ransomware attack. After discovering the attack, the service provider’s Cyber Security team—together with independent forensics experts and law enforcement—successfully prevented the cybercriminal from blocking their system access and fully encrypting files and, ultimately, expelled them from their system. Prior to locking the cybercriminal out, the cybercriminal removed copies of backup file containing certain personal information. This occurred at some point beginning on February 7, 2020 until May 20, 2020.

For the WSU Foundation, the data that may have been exposed involves names, dates of birth, and information pertaining to the individual’s relationship with WSU Foundation. Financial information such as Social Security numbers, bank account, or credit and debit card information **were not** included in this incident. WSU Foundation does not store this information and has not provided this information to

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Blackbaud. Based on the information provided by Blackbaud, WSU Foundation has no reason to believe that any personal information of any members of the WSU Foundation community has been or will be **misused** as a result of this incident.

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

WSU Foundation is notifying approximately 334,219 residents of Washington of this data security incident via first class U.S. mail. A sample copy of the notification letter is included with this correspondence.

**3. Steps Taken**

WSU Foundation is committed to ensuring the security of all personal information in our control. As part of their ongoing efforts to help prevent something like this from happening in the future, WSU Foundation's third-party service provider has already implemented several changes that will protect personal data from any subsequent incidents.

First, the provider's teams were able to quickly identify the vulnerability associated with this incident, including the tactics used by the threat actor, and took swift action to fix it. It has been confirmed through testing by multiple third parties, including the appropriate platform vendors, that the fix withstands all known attack tactics. Additionally, the third-party service provider is accelerating its efforts to further harden the environment through enhancements to access management, network segmentation, and deployment of additional endpoint and network-based platforms.

**4. Contact Information**

WSU Foundation remains dedicated to protecting the sensitive information in its control. If you have any questions or need additional information, please do not hesitate to contact me Robert.walker@wilsonelser.com or 601.499.8083.

Best regards,

**Wilson Elser Moskowitz Edelman & Dicker LLP**



Robert F. Walker

Enclosure

August 20, 2020

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country >>

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>,

The Washington State University Foundation (“WSU Foundation”) was recently notified by Blackbaud, a third-party engagement and fundraising software service provider with whom the WSU Foundation has contracted in the past, about a cybersecurity incident which may have allowed access to some of your personal information.

Please know we take the protection and use of your personal information very seriously. Because of that, I am contacting you as a precautionary measure to share what we know about the incident.

Blackbaud was the subject of a ransomware attack and the cyber-criminal may have had access to specific personal information identified below between February and May 20, 2020. The cybercriminal was able to access information belonging to numerous Blackbaud clients, including the WSU Foundation and other institutionally related foundations throughout the country. This data *may* have included your name, date of birth, and information pertaining to your relationship with the WSU Foundation.

Please be assured that financial information such as Social Security numbers, bank account, or credit and debit card information were not included in this breach. Further, the WSU Foundation does not store this information and has not provided this information to Blackbaud. The WSU Foundation’s primary database is not associated with Blackbaud; it was not impacted by this incident, and remains secure.

Forensics investigations by Blackbaud, law enforcement, and third-party cyber security experts conclude that there is no reason to believe data was or can be misused, disseminated, or otherwise made available publicly. They report that the risk of harm for those affected is low.

Based on Blackbaud’s representations and our assessment, we do not believe there is a need for you to take any action at this time. As a best practice, we recommend that you remain vigilant and promptly report to the proper law enforcement authorities any suspicious activity or suspected identity theft. We continue to work with Blackbaud to investigate the nature and scope of this incident and to evaluate additional measures and safeguards to protect against this type of incident in the future.

We regret any inconvenience this data breach of our vendor, Blackbaud’s system may have caused you. We take data protection very seriously and deeply value our continued relationship with WSU’s dedicated alumni and friends.

For additional information about this incident, please call 1-866-938-0461, Monday through Friday from 8:00 a.m. to 5:00 p.m. Pacific Time.

Thank you for your continuing support for Washington State University.

Sincerely,

Lisa Calvert  
Chief Executive Officer, WSU Foundation

## **ADDITIONAL INFORMATION**

**Credit Reports:** You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com), or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

You can also contact one of the following three national credit reporting agencies:

### **Equifax**

PO Box 105851  
Atlanta, GA 30348  
1-800-525-6285  
[www.equifax.com](http://www.equifax.com)

### **Experian**

PO Box 9532  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

### **TransUnion**

PO Box 1000  
Chester, PA 19016  
1-877-322-8228  
[www.transunion.com](http://www.transunion.com)