

## **Title: Blackbaud Data Security Incident**

To our supporters,

As a member of our broader Dorothy Ley Hospice family, we are grateful to you for your support of us in providing care to our individuals and their families. You are a vital part of the work we do – thank you.

Please know that The Dorothy Ley Hospice takes the protection of your information very seriously, and while we have no indication of any actual or attempted misuse of your personal information at this time, we are contacting you to explain what we know of the data security incident and are providing suggested steps you may wish to take to protect yourself.

Blackbaud is one of the largest third party provider of fundraising databases and their customers in the US, Canada and UK have been impacted. Locally here in Ontario we are aware of several large foundations and non-profits like ours that have been impacted.

### **What Happened**

We were made aware this week that there was a data security breach with our third party service provider. Blackbaud, a third-party provider of the Cloud computing services, informed us that they experienced a ransomware attack that impacted its clients around the world, including The Dorothy Ley Hospice and many other not-for-profits and charities. They advised us that the cybercriminal would have had access to a copy of our backup file containing your personal contact information. They further advised that a ransom was paid by Blackbaud, that the cybercriminal confirmed copies removed were destroyed, and that research by Blackbaud and third-party investigations (including law enforcement) shows no evidence that the data has been shared by the cybercriminal. The company has also hired forensic experts to monitor the internet and dark web for any signs of the breached data.

### **What Information Was Involved**

Data accessed by the cybercriminal may have contained information such as individual names, dates of birth, contact information, donations or engagement with the Hospice. As we shared above, Blackbaud has advised that **financial data such as banking or credit card information was not impacted**, since it is encrypted. Please also note we do not keep banking or credit card information beyond the last four digits in our database.

You will be contacted immediately if we determine that any further information about you was compromised as part of this breach.

### **What the Hospice is Doing**

In addition to notifying all potentially affected parties directly, we are working closely with Blackbaud to understand why this happened, what data was impacted, and what actions they are taking to increase their security. As part of their ongoing efforts to help prevent something like this from happening in the future, Blackbaud has already implemented several changes that will protect your data from any subsequent incidents.

We are reaching out and working with other charities and non-profit organizations to look at ways to seek an independent perspective on the situation and to identify additional activities we may take to further strengthen our system.

While this did not affect the Hospice's IT systems and infrastructures, we want to reassure you that we have strong processes and protocols in place that comply with industry standards to keep our internal systems and data we house secure.

### **What You Can Do**

**There is no need for you to take any action at this time.** As a best practice and out of an abundance of caution, we recommend you remain vigilant and promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities. We also ask you to be alert to "phishing" attempts by third parties where the sender refers to your relationship with the Hospice. For example, the Hospice would not send you emails asking you to send personal and sensitive information to us by email.

The privacy of our donors is very important to us, and we want to ensure you that we are doing everything we can to understand the full scope of the incident and to ensure your information is protected in the future.

We are sorry that this has occurred and are here to address your questions or concerns. Should you have any further questions or concerns regarding this matter, please contact Jillian Sheffield at [jsheffield@dlhhospice.org](mailto:jsheffield@dlhhospice.org) or Julie Brown at [jbrown@dlhhospice.org](mailto:jbrown@dlhhospice.org). We are here to address your concerns.

Thank you for your continued support of the Hospice.

Sincerely,

Dipti Purbhoo, Executive Director  
The Dorothy Ley Hospice