



Families, Friends and Neighbours

## Notice of Blackbaud Security Incident:

### Impact on St. Marys Healthcare Foundation Community

**August 7, 2020**

St. Marys Healthcare Foundation recently learned of a data security incident involving Blackbaud, one of our service providers, and is alerting the members of our community to provide information about the incident and steps to take to protect their personal information.

#### What Happened

We recently learned that one of our service providers, Blackbaud, experienced a ransomware attack that impacted many of its clients around the world, including St. Marys Healthcare Foundation. We use Blackbaud's customer relationship management product to manage our donor and organization data, and to communicate with various members of our community.

Blackbaud informed us that they discovered and stopped a ransomware attack. After discovering the attack, Blackbaud explained that their cyber security team, working with independent forensics experts and law enforcement, successfully prevented the cybercriminal from blocking Blackbaud's system access and fully encrypting files; and ultimately expelled the cybercriminal from their system. Unfortunately, prior to locking the cybercriminal out, Blackbaud has informed us that the cybercriminal took a copy of our backup file, which contained personal information of community supporters of the St. Marys Healthcare Foundation. This occurred at some point beginning on February 7, 2020 until May 20, 2020. Blackbaud informed us that they paid the cybercriminal's demand with confirmation that the copy they took had been destroyed.

#### What Information Was Involved

We have been assured by Blackbaud that the cybercriminal **did not** access credit card information or bank account information because it was encrypted.

However, we have determined that the file taken may have contained:

- Contact information (names, postal addresses, email addresses, phone numbers)
- Gender or other demographic information if provided

- A history of your relationship with us (such as donation dates and amounts and event attendance)
- Family members' names and contact information if provided
- Employer or business's name if provided
- Records of communications with members of our community supporters

## **What We Are Doing**

We are working closely with Blackbaud to understand why this happened and what actions they are taking to increase their security. Based on Blackbaud's reports to us, we have no reason to believe that any data went beyond the cybercriminal, will be misused, or will be disseminated or otherwise made publicly available. Blackbaud has confirmed that it has already implemented several changes to prevent this from happening again and is accelerating its efforts to harden its environment through enhancements to access management, network segmentation, deployment of additional endpoint and network based platforms, and is in the process of adding multi-factor authentication across its suite of products.

In addition, we are notifying the Office of the Privacy Commissioner of Canada of this incident.

## **For More Information**

If you would like more information about the incident, Blackbaud has posted details that are available on its [website](#). We also encourage members of our community to be alert for unsolicited emails, texts or phone calls requesting personal information, in particular financial information, account numbers or passwords. Always verify the identity of the requester. Most legitimate businesses will not require you to provide this information via email.

We sincerely regret the inconvenience that this issue may cause. We are here to address any questions or concerns. You can contact St. Marys Healthcare Foundation by emailing [privacy@stmaryshealthcarefoundation.com](mailto:privacy@stmaryshealthcarefoundation.com).

Please note that due to the potential volume of inquiries and the ongoing COVID-19 pandemic, our response time may be slower than normal, but we will respond as soon as possible.

Thank you for your support of St. Marys Healthcare Foundation. Your contribution is an important investment in local healthcare at St. Marys Memorial Hospital, the Tradition Mutual Centre for Wellness, and the health of our patients and community.