



August 25, 2020

[name]  
[address]

SENT: Via US Mail

Re: Notice of Data Breach

Dear [name]:

We are writing to let you know that one of our software vendors, Blackbaud, Inc., recently experienced a data security incident that involved some of your personally identifiable information (PII). At this time, we have no reason to believe that your PII has been used inappropriately. ECHO takes the protection and proper use of your information very seriously, and we are contacting you to inform you about Blackbaud's security incident, the information involved, what you can do, and what we at ECHO are doing to protect your information.

**Blackbaud's Security Incident:** Blackbaud is one of the leading providers of fundraising and donor engagement software for more than 45,000 non-profit organizations located in Vermont, the United States, and internationally, including ECHO. On July 16, 2020, Blackbaud informed us that in May 2020 it learned it had been the victim of a ransomware attack involving data from many of its customers, including ECHO and that the data may have been accessed between February 7 and May 20, 2020. Blackbaud has informed us that it paid the cybercriminal's demand with confirmation that the removed file had been destroyed.

**Blackbaud's Subsequent Actions:** Blackbaud has informed us that, as part of its ongoing efforts to help prevent future incidents, it is implementing several changes that will protect data from subsequent incidents. You can find Blackbaud's summary of the incident and a fuller description of actions taken on Blackbaud's website located at [www.blackbaud.com/securityincident](http://www.blackbaud.com/securityincident).

**ECHO's Research:** Despite Blackbaud's assurances, ECHO conducted its own investigation to determine whether the removed file contained any unencrypted PII.

**What information was involved?**

[REDACTED]

**What ECHO is doing:** Protecting your privacy is one of our highest priorities. When we learned of Blackbaud's security incident, we immediately conducted our own investigation to assess whether any

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PHONE: 802.864.1848 TOLL-FREE: 877.324.6386 FAX: 802.864.6832 [ECHOVERMONT.ORG](http://ECHOVERMONT.ORG)

of our supporters' PII was at risk. We are working with Blackbaud to help ensure that data we provide is not at risk moving forward. Blackbaud has informed us that, as part of its ongoing efforts to help prevent something like this from happening in the future, it has implemented several changes that will protect your data from any subsequent incidents. Blackbaud has confirmed through testing by multiple third parties, including appropriate platform vendors, that its fix withstands all known attack tactics. Additionally, Blackbaud is accelerating its efforts to further harden its environment through enhancements to access management, network segmentation, deployment of additional endpoint, and network-based platforms. You can find Blackbaud's summary of the incident on its website located at [www.blackbaud.com/securityincident](http://www.blackbaud.com/securityincident).

**What You Can Do:** According to Blackbaud, it has worked with third parties, including law enforcement, to investigate the security incident, and currently there is no evidence that your information has been or will be misused. We recommend, however, that you continue to be vigilant regarding any suspicious activity, including questionable emails. If you observe any suspicious activity, please promptly report it to us as well as to the proper law enforcement authorities. Below is a list of additional suggestions of how you can best protect yourself.

1. **Review your bank, credit card, and debit card account statements** over the next twelve to twenty-four months and immediately report any suspicious activity to your bank or credit union.
2. **Monitor your credit reports** with the major credit reporting agencies.
  - Equifax: 1-800-685-1111, P.O. Box 740241, Atlanta, GA 30374-0241, [www.equifax.com](http://www.equifax.com)
  - Experian TransUnion: 1-888-397-3742, P.O. Box 2104, Allen, TX 75013, [www.experian.com](http://www.experian.com)
  - TransUnion: 1-800-916-8800, P.O. Box 2000, Chester, PA 19022, [www.transunion.com](http://www.transunion.com)

Under Vermont law, you are entitled to a free copy of your credit report from those agencies every twelve months.

Call the credit reporting agency at the telephone number on the report if you find:

- Accounts you did not open.
  - Inquiries from creditors that you did not initiate.
  - Inaccurate personal information, such as home address and Social Security number.
3. If you do find suspicious activity on your credit reports or other account statements, call your local police or sheriff's office and **file a report of identity theft**. Get a copy of the police report. You may need to give copies of the police report to creditors to clear up your records, and also to access some services that are free to identity theft victims.

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4. If you find suspicious activity on your credit reports or on your other account statements, **consider placing a fraud alert** on your credit files so creditors will contact you before opening

new accounts. Call any one of the three credit reporting agencies at the numbers below to place fraud alerts with all of the agencies.

- Equifax: 888-766-0008
- Experian: 888-397-3742
- TransUnion: 800-680-7289

5. You may also get information about **security freezes** by contacting the credit bureaus at the following addresses:

- Equifax: [https://www.freeze.equifax.com/Freeze/jsp/SFF\\_PersonalIDInfo.jsp](https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp)
- Experian: [http://www.experian.com/consumer/security\\_freeze.html](http://www.experian.com/consumer/security_freeze.html)
- TransUnion:  
<http://www.transunion.com/corporate/personal/fraudIdentityTheft/fraudPrevention/securityFreeze.page>

If you do not have Internet access but would like to learn more about how to place a security freeze on your credit report, contact the Vermont Attorney General's Office at 802-656-3183 (800-649-2424 toll free in Vermont only).

6. Even if you do not find suspicious activity on your credit report or your other account statements, it is important that you **check your credit** report for the next two years. Just call one of the numbers in paragraph 2 above to order your reports or to keep a fraud alert in place.

Helpful information about fighting identity theft, placing a security freeze, and obtaining a free copy of your credit report is available on the Vermont Attorney General's website at <http://ago.vermont.gov/>. Another helpful source is the Federal Trade Commission website, available at <https://www.consumer.ftc.gov/features/feature-0014-identitytheft>.

**ECHO's Commitment to You:** We sincerely regret any concern or inconvenience that this situation has caused. Ensuring the safety of our constituents' data is of the utmost importance to us, and we will continue to work hard to ensure that all of our information is secure both now and in the future.

If you have any questions or concerns about this matter, please do not hesitate to contact David Bradaglio, ECHO's Director of Finance and Administration at [dbardaglio@echovermont.org](mailto:dbardaglio@echovermont.org) or 802-922-2895.

Sincerely,



Phelan Fretz  
Executive Director