

Colgate Rochester Crozer Divinity School  
Mail Handling Services  
777 E Park Dr  
Harrisburg, PA 17111



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January 28, 2021

Dear ██████████:

Colgate Rochester Crozer Divinity School (“Colgate” or “we”) values and respects the privacy of your information, which is why we are writing to advise you of a recent incident that may have involved some of your personal information. We have no reason to believe that your personal information has been misused for the purpose of committing fraud or identity theft. Nonetheless, we are writing to advise you of a recent security event involving a company called Blackbaud, Inc. (“Blackbaud”) that may have involved information about you.

Over the years, Colgate, like many other educational institutions, has contracted with Blackbaud to provide a variety of products that help us manage certain student, applicant, employee, and vendor data. On July 16, 2020, Blackbaud notified us (as well as hundreds of other organizations that use its products) that it was impacted by a ransomware event. According to Blackbaud, ransomware was deployed within its environment in May 2020, and certain data was exfiltrated out of its systems between April 18, 2020 and May 7, 2020. At the time, Colgate did not realize what data was affected in Blackbaud’s ransomware incident.

On September 29, 2020, Blackbaud alerted us that it had additional findings. In this follow up notice, and to our frustration, Blackbaud explained that data that was exfiltrated was actually unencrypted and therefore viewable by the unauthorized party. This unencrypted data, Blackbaud reported, included certain individuals’ Social Security numbers. Upon learning this new information from Blackbaud, we immediately began reviewing our internal records to identify who may have been affected. Our review concluded that your name and Social Security were within the data set that the unauthorized person could have accessed.

Although we are not aware of any instances of fraud or identity theft, we are offering through Blackbaud a complimentary two-year membership of Single Bureau Credit Monitoring from CyberScout, LLC (“CyberScout”). This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. Single Bureau Credit Monitoring through CyberScout is completely free to you, and enrolling in this program will not hurt your credit score. For more information on identity theft prevention and Single Bureau Credit Monitoring through CyberScout, including instructions on how to activate your complimentary two-year membership, please see the additional information provided in this letter.

We value the trust you place in us and apologize for any inconvenience or concern this incident might cause. Please know that we are taking steps to help prevent this from happening again, including reviewing our relationship with Blackbaud and the technical controls that it has in place for securing our data. If you need further assistance, please call 1-844-305-8392 from 8 a.m. to 5 p.m. Eastern, Monday through Friday.

Sincerely,

*Paula Blue*

Paula Blue  
Vice President for Institutional Effectiveness  
Colgate Rochester Crozer Divinity School

## Additional Important Information

As a precautionary measure, we recommend that you remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing your account statements and monitoring credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general, as well as the Federal Trade Commission ("FTC").

You may wish to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps you can take to avoid identity theft. For more information and to contact the FTC, please visit [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

**Credit Reports:** You may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at <https://www.annualcreditreport.com/manualRequestForm.action>.

Alternatively, you may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is as follows:

Equifax  
1-866-349-5191  
[www.equifax.com](http://www.equifax.com)  
P.O. Box 740241  
Atlanta, GA 30374

Experian  
1-888-397-3742  
[www.experian.com](http://www.experian.com)  
P.O. Box 2002  
Allen, TX 75013

TransUnion  
1-800-888-4213  
[www.transunion.com](http://www.transunion.com)  
P.O. Box 2000  
Chester, PA 19016

**Fraud Alerts:** You may want to consider placing a fraud alert on your credit report. A fraud alert is free and will stay on your credit report for one (1) year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at [www.annualcreditreport.com](http://www.annualcreditreport.com).

**Credit and Security Freezes:** You may have the right to place a credit freeze, also known as a security freeze, on your credit file, 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 the freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit 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 credit freeze may delay your ability to obtain credit. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax Security Freeze  
1-888-298-0045  
[www.equifax.com](http://www.equifax.com)  
P.O. Box 105788  
Atlanta, GA 30348

Experian Security Freeze  
1-888-397-3742  
[www.experian.com](http://www.experian.com)  
P.O. Box 9554  
Allen, TX 75013

TransUnion Security Freeze  
1-888-909-8872  
[www.transunion.com](http://www.transunion.com)  
P.O. Box 160  
Woodlyn, PA 19094

**Iowa Residents:** Iowa residents can contact the Office of the Attorney general to obtain information about steps to take to avoid identity theft from the Iowa Attorney General's office at: Office of the Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines IA 50319, 515-281-5164.

**Maryland Residents:** Maryland residents can contact the Office of the Attorney General to obtain information about steps you can take to avoid identity theft from the Maryland Attorney General's office at: Office of the Attorney General, 220 St. Paul Place, Baltimore, MD 21202, (888) 743-0023.

**North Carolina Residents:** North Carolina residents can obtain information about preventing identity theft from the North Carolina Attorney General's Office at: North Carolina Attorney General's Office, 9001 Mail Service Center, Raleigh, NC 27699-9001, (877) 566-7226.

**New York State Residents:** New York residents can obtain information about preventing identity theft from the New York Attorney General's Office at: Office of the Attorney General for the State of New York, Bureau of Consumer Frauds & Protection, The Capitol, Albany, New York 12224-0341; <https://ag.ny.gov/consumer-frauds/identity-theft>; (800) 771-7755.

**Rhode Island Residents:** We believe that this incident affected two (2) Rhode Island residents. Rhode Island residents can contact the Office of the Attorney general at: Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, (401) 274-4400.

**Vermont Residents:** 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).

