

Dear Friend of CentraCare Foundation,

As a valued philanthropic supporter of our mission, we are writing to provide you with information about a recent security breach with a former CentraCare Foundation vendor, Blackbaud. Blackbaud is one of the world's largest providers of customer relationship management systems for not-for-profit organizations. Recently, Blackbaud discovered and prevented a ransomware attack, in which a cybercriminal attempted to prevent Blackbaud from accessing their data. Importantly, CentraCare Foundation does not store credit card information, social security numbers, bank account information, or other financial information and therefore, that information was not compromised. However, we were notified that cybercriminal may have been able to remove a copy of a 2014 file which contained CentraCare's donor demographic information and donor contact information.

We take the protection of your personal information very seriously and it is important to us that you are made fully aware of this event. To that end, below is a summary of all the information we know regarding the attempted ransomware attack, as well as our next steps to ensure the security of your personal information.

A Summary of the Incident

Between February 7, 2020, and May 20, 2020, Blackbaud was the victim of an intermittent ransomware attack. Prior to Blackbaud locking out the cybercriminal, the attacker was able to remove copies of data from nonprofits around the world, including the possibility of one 2014 CentraCare Foundation file regarding donor demographic information. According to Blackbaud, they paid a ransom to the cybercriminal for confirmation that the donor demographic files were destroyed. Blackbaud is currently working with law enforcement and third parties to monitor for possible dissemination of the information. Blackbaud notified CentraCare of the incident on July 16, 2020.

You can read more about Blackbaud's response on their website:

<https://www.blackbaud.com/securityincident>

Information Involved

The CentraCare Foundation information accessed in this attack may have included one 2014 file that contained: donor names, addresses, phone numbers, e-mail and birthdate.

CentraCare Foundation does not access or store credit card information, social security numbers, bank account information, financial information, or medical record data and therefore, that information was not compromised.

Our Response

Information privacy and security are among our highest priorities. We have severed all professional ties with Blackbaud and requested they destroy our data and backups.

Out of an abundance of caution, we are notifying potentially impacted individuals, including you, so that you may take further steps to best protect your information, should you feel it is appropriate to do so. We will keep all of our donors informed if we learn more.

What You Can Do

Because we do not believe your information has been further disseminated, there is no action required of you at this time. However, as a best practice, we recommend you stay vigilant and promptly report any suspicious activity or suspected identity theft to the proper law enforcement authorities. Any emails you receive from CentraCare Foundation will come from an @centracare.com email address and all donations can continue to be securely made from <https://www.centracare.com/foundation/>. If you doubt the validity of an email, please contact the CentraCare Foundation at 320-240-2810.

For More Information

For more information about the incident, visit <https://www.blackbaud.com/securityincident>.

We sincerely regret any inconvenience this incident may cause you. Protecting your information is important to us, and we remain committed to safeguarding the information in our care.

If you have any questions or concerns, please contact us at [1-800-835-6652](tel:1-800-835-6652) or Foundation@centracare.com.

Sincerely,

A handwritten signature in blue ink that reads "Brad Konkler". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Brad Konkler
Vice President Foundation