



September, 2020

RE: Notice of Data Breach

This notice is make known about a data security incident that may have involved Catholic Social Service donor personal information. Catholic Social Services takes the protection and proper use of this information very seriously.

We were notified by our database service provider, **Blackbaud**, of a security incident. At this time, we understand they discovered and stopped a ransomware attack. After discovering the attempted attack, the service provider's Cyber Security team—together with independent forensics experts and law enforcement—successfully prevented the cybercriminal from blocking their system access and fully encrypting files; and ultimately expelled them from their system. However, prior to locking the cybercriminal out, the cybercriminal removed copy of our backup file containing donor information.

It's important to note that the cybercriminal did not access donor credit cardholder data.

However, we have determined that the file removed may have contained Catholic Social Services donor list information contained in the subset of data removed by the cybercriminal – example: name, contact information, demographic information, and history such as donation dates and amounts.

Blackbaud has informed us, based on the nature of the incident, their research, and third-party law enforcement investigation, that we have no reason to believe that any data went beyond the cybercriminal, was or will be misused, or will be disseminated or otherwise made available publicly.

We are posting this notification and notifying donors, by postal mail, who gave during the cyber-attack time period so that they can act to protect their information.

Ensuring the safety of our constituents' data is of the utmost importance to Catholic Social Services.

As part of our ongoing efforts to help prevent something like this from happening in the future, our third-party service provider, Blackbaud, has already implemented several changes that will protect donor data from any subsequent incidents.

We sincerely apologize for this incident and regret any inconvenience it may cause.

Should you have any further questions or concerns regarding this matter, please do not hesitate to contact Julie Naporano, Director of Development by phone at 614-857-1236 or email at jnaporano@cols.css.org.