



Academic Excellence in the Jesuit Tradition

July 22, 2020

Dear Members of the Cheverus Community:

We are writing to inform you about a data security incident that may have involved your personal information. As you may be aware, Blackbaud, one of the world's largest engagement and philanthropy software services providers, recently experienced a data breach. Cheverus uses a Blackbaud-hosted service for Advancement and is one of many schools, colleges, universities, and non-profits that has been affected.

Cheverus takes the protection and proper use of your information very seriously, and it is important to note that no credit card information, bank account information, or social security numbers were compromised, as Cheverus does not store or track such information. However, we are contacting you to explain the incident and provide you with steps you can take to help protect yourself.

### **What Happened**

Blackbaud has informed us that they discovered and stopped a ransomware attack. Blackbaud's Cyber Security team—together with independent forensics experts and law enforcement—successfully prevented the cybercriminals from blocking Blackbaud's system access and fully encrypting files, and ultimately expelled them from Blackbaud's system. The breach occurred on February 7, 2020 and continued until May 20, 2020. Blackbaud paid the cybercriminal a ransom to ensure that the backup file that was accessed was destroyed.

Cheverus was notified of the security incident on July 16<sup>th</sup>, and since that time has been conducting our own investigation and gathering additional information.

### **What Information Was Involved**

Blackbaud has informed us that the file removed may have contained your contact information, demographic information, and a history of your relationship with Cheverus such as sponsorship, advertisement, and gift support.

***Based on the nature of the incident and third party (including law enforcement) investigation, Blackbaud has assured us 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.***

### **What Our Service Provider Is Doing**

Blackbaud's teams were able to quickly identify the vulnerability associated with this incident, including the tactics used by the cybercriminal, and took swift action to fix it. It has been confirmed via testing by multiple third parties, including the appropriate platform vendors, that this fix withstands all known attack tactics. Additionally, Blackbaud is accelerating their efforts to further

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harden their environment through enhancements to access management, network segmentation, deployment of additional endpoint and network-based platforms.

## What You Can Do

Although there is currently no evidence that your personal information was or will be misused, we encourage you to consider taking the following measures to help protect yourself:

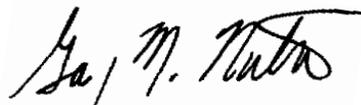
- Closely monitor your financial accounts and credit history to ensure that no suspicious activity takes place;
- Remain vigilant and promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities.; and,
- For Maine residents wishing to further protect themselves from identity theft, use the information available on the page accessible through the following link to place freezes on and the three main credit reporting agencies:  
[https://www.maine.gov/pfr/consumercredit/file\\_freeze\\_info.htm](https://www.maine.gov/pfr/consumercredit/file_freeze_info.htm).

We sincerely apologize for this incident and regret any inconvenience it may cause you. We deeply value your relationship with Cheverus. Should you have any further questions or concerns regarding this matter, please do not hesitate to contact us.

Sincerely,



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