



## **BLACKBAUD DATA SECURITY INCIDENT FREQUENTLY ASKED QUESTIONS (FAQ)**

### **1. WHAT HAPPENED?**

A third-party vendor named Blackbaud, which helps the **Charter Oak State College Foundation and Charter Oak State College Development Office** manage its database of donors and alumni, informed us of a [criminal cyberattack](#) that resulted in unauthorized access to certain information. Upon learning of this incident, we worked with COSC's information technology team and Connecticut authorities to determine what, if any, data may have been affected.

**Please know that we take this incident and the safeguarding of the security of our donors' information very seriously.**

### **2. WHO IS BLACKBAUD?**

Blackbaud is a software and service provider for more than 25,000 nonprofit organizations, foundations, and institutes of higher education, including Charter Oak State College and the other four universities in the Connecticut State Universities and Colleges system. Current reports suggest numerous Blackbaud customers in multiple countries were affected.

### **3. WHAT DOES COSC USE BLACKBAUD SYSTEMS FOR?**

The COSC Office of Development and the COSC Foundation use E-Tapestry, a Blackbaud operating system, to manage and track alumni relations, donor relations, community relations, communications, events, and the finances of the COSC Foundation.

### **4. WHAT INFORMATION OF **MINE** WAS POTENTIALLY ACCESSED?**

**Blackbaud advised all of its customers that NO credit card information was included in the impacted files, NO bank account information, and NO Social Security numbers were accessible to the cybercriminal.**

According to Blackbaud, the cybercriminal did access some Blackbaud customer data, including from COSC. This data may have contained information related to donor and alumni relationships including contact information, such as name, address, phone number, and email addresses, plus, information regarding donor support and alumni status of COSC.

Blackbaud has told us that based on the company's own research, as well as investigation by law enforcement and other parties, the company has 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. The Board of Regents of the CSCU system has contacted the Connecticut Attorney General's office to assist us in confirming that assessment.

## **5. I AM NOT A DONOR OR AN ALUM. WHY AM I IN YOUR SYSTEM?**

COSC uses Blackbaud products to manage communications, events, some email updates, and other activities that involve non-donors and non-alums.

## **6. WHAT IS BLACKBAUD DOING TO ADDRESS THE SITUATION?**

As part of ongoing efforts, Blackbaud has already implemented several changes to protect your data from any subsequent incidents. Its teams identified the vulnerability associated with this incident and took action to fix it. Blackbaud has tested its fix with multiple third parties, including the appropriate platform vendors, and assured Charter Oak State College and the CSCU System office that the fix withstands all known attack tactics.

## **7. WHAT SHOULD I DO?**

There is no need to take any specific action at this time. However, as a best practice, we recommend that you remain vigilant and promptly report any suspicious activity to the proper law enforcement authorities.

You may also obtain three free credit reports each year to monitor activity.

On Web: [www.annualcreditreport.com](http://www.annualcreditreport.com) | By Phone: 1-877-322-8228.

To place a fraud alert on your account with all three credit reporting agencies simply visit: [www.fraudalerts.equifax.com](http://www.fraudalerts.equifax.com)

You may also want to review security tips from former FBI Agent, Jeff Lanza, in this five-part video series - [cyber-safety](#) - along with this simple [hand-out](#), preventing identity theft.

## **OUR COMMITMENT TO YOU:**

While data breaches and ransomware attacks are becoming more common, this is not something Charter Oak State College ever wants to happen to our valued supporters. COSC takes your privacy very seriously. We will continue to work with Blackbaud, the Board of Regents and other authorities to look further into and monitor this incident. We sincerely apologize that this occurred through one of our third-party vendors and regret any inconvenience it may cause you.

If you have any questions or concerns regarding this matter, please email Carol Hall, Associate Director of Development at [chall@charteroak.edu](mailto:chall@charteroak.edu) or call, 860-515-3889.