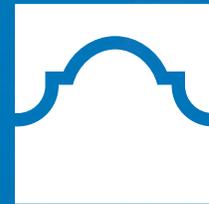


Blackbaud Data Breach:

Overview and Frequently Asked Questions



ALAMO
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Malcolm Baldrige
National Quality Award
2018 Award Recipient

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Timeline

- Between **February 7, 2020 and May 20, 2020** –Ransomware attack occurred.
- **July 16, 2020** - Alamo Colleges Foundation was notified, along with other impacted organizations.
- **August 13, 2020** - Alamo Colleges Foundation notified donors and any others whose personal information may have been involved.



What happened?

- Blackbaud, Alamo Colleges Foundation's third-party donor database management provider, was a victim of a Ransomware attack between February 7 and May 20, 2020.
- During the attack, a cybercriminal removed data for the purpose of extorting funds from Blackbaud.
- Blackbaud discovered and stopped the attack, but not before some data was potentially exposed.
- To further protect the interests of our donors, Blackbaud paid the cybercriminal's ransom demand and received proof that all data obtained in the attack was destroyed.
- Blackbaud, together with a third-party team of experts, has been monitoring the dark web to ensure no information was posted there. This monitoring will continue indefinitely.



Frequently Asked Questions

What information was involved?

- The data included publicly available information (name, address, phone and email address), as well as date of birth and history/engagement information.

Was my financial information exposed?

- No. Files containing credit card information, bank information, and Social Security numbers were **NOT** accessed by the cybercriminal.

What was Blackbaud's response to this incident? What actions are they taking?

- Blackbaud's official response and the details of their actions and ongoing investigation can be viewed by clicking [here](#).



Frequently Asked Questions, continued

What is the Foundation doing now?

- The Alamo Colleges Foundation is working closely with Blackbaud to mitigate any further risk of exposure and will continue to deploy security-monitoring technologies aimed at malicious attempts to access information.
- We are also notifying all affected persons so you can take action to protect yourself.

What can I do to protect myself?

- As a best practice, promptly report any suspicious activity or suspected identity theft to the proper authorities.
- The Federal Trade Commission (FTC) recommends that you place a fraud alert on your credit file. A fraud alert lets creditors know to contact you before they open any new account or change your existing accounts. For information on placing a fraud alert, [click here](#) or contact one of the three credit bureaus.



Frequently Asked Questions, continued

In reference to internal communication of this incident to Alamo Colleges staff and faculty, why were some individuals notified and not others?

- We notified all those who were potentially involved, in accordance with Texas law.

Why did so much time pass before impacted individuals were notified?

- Alamo Colleges Foundation was notified of the data breach on July 16, 2020. Following confirmation of the incident, its extent, and our involvement, we worked with Legal, as well as Marketing and Communications, to notify all those who were potentially involved, in accordance with Texas law.



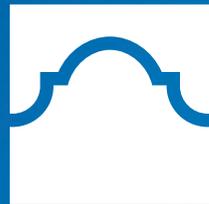
Frequently Asked Questions, continued

What additional information is available?

- For more information on identify theft, you may wish to review the resources available on the [Texas Attorney General's website](#) or call the Attorney General's Consumer Protection Division at 1-800-621-0508.
- Should you have any further questions or concerns regarding this matter, please email the Foundation at dst-foundation@alamo.edu or call Joseph Talkington, Director of Operations and Advancement Services at (210) 485-0044.
- You may also contact Blackbaud directly at 1-855-907-2099.



Thank you.



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