



**July 22, 2020**

**A letter to donors regarding a data breach at Blackbaud**

As a supporter of our mission and valued philanthropic partner, we wish to make sure you are aware, that a third-party vendor we contract with experienced a security breach. Blackbaud, the largest cloud software company in the world serving nonprofits, discovered and stopped a ransomware attack. In a ransomware attack, cybercriminals attempt to disrupt business by locking companies from their own data and servers.

Along with thousands of other charitable organizations, Hennepin Healthcare Foundation contracts with Blackbaud to host its donor database. On Friday, July 19, Blackbaud informed us of the attack and the actions they took. Unfortunately, prior to locking the cybercriminal out, the cybercriminal was able to remove copies of data from nonprofits, including Hennepin Healthcare Foundation's backup file containing donor information.

**It's important to note that the cybercriminal did not access credit card information, bank account information, or social security numbers.** However, we have been notified that the file removed may have contained donor contact and demographic information, and a history of a donor's relationship with our organization, such as donation dates and amounts.

Blackbaud paid the cybercriminal's demand with confirmation that the copy they removed had been destroyed. You can read more about Blackbaud's response on their webpage:

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

As a best practice, we recommend you remain vigilant and be on-guard for any scams or social engineering attacks that may use previous donations, as a way of establishing trust and impersonating us or another non-profit. We always can confirm our donor communication efforts, so please contact us immediately if you are suspicious someone is using your support of Hennepin Healthcare to leverage additional personal information or donations.

Hennepin Healthcare is here for life, serving our vibrant community. Your support improves healthcare access for the most vulnerable and the Hennepin Heroes responding to trauma and the COVID-19 crisis. We value our relationship and what we can accomplish together.

Sincerely  
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