

FAQs for Blackbaud Data Incident - SSN

Q: Why did I receive a message about Blackbaud from St. Francis Catholic High School?

A: St. Francis Catholic High School contracts with Blackbaud, one of the world's largest providers of software from nonprofit organizations, universities and K12 schools. Information is stored in a private, cloud-based environment provided by Blackbaud. In July 2020, SFHS was notified about a ransomware attack that occurred at Blackbaud but we were not identified as being affected at that time. After extensive third-party audits in the fall of 2020, Blackbaud informed St. Francis that their conversion data file containing student information may have been compromised. SFHS conducted an exhaustive search to verify those individuals impacted.

Q: What information was involved in this data security incident at Blackbaud?

A: The specific information that was involved should be addressed in the letter you received. It has been determined that the file removed may have contained: student name, date of birth and Social Security number.

Q: What is St. Francis Catholic High School and Blackbaud doing to address the situation?

A: St. Francis and Blackbaud are working together to distribute any new information about the data security breach. Blackbaud has already implemented and tested additional security measures to protect your data from any subsequent incidents. While data breaches and ransomware attacks are becoming more common, this is not an issue St. Francis ever wants to happen to our families and supporters. We take your privacy seriously, and we will continue to work with Blackbaud and law enforcement to monitor this incident. We regret any inconvenience it may cause.

Q: What should I do?

A: We recommend, as a best practice, to continue monitoring your personal information online and report any suspicious activity to your financial institution and/or the appropriate authorities.

Q: Are you providing credit monitoring services?

A: Yes. Blackbaud is providing you with access to Single Bureau Credit Monitoring services at no charge. Services are for 24 months from the date of enrollment. In the event you become a victim of fraud, you will have access to remediation support from a CyberScout Fraud Investigator. In order to receive the monitoring services, you must enroll by March 27, 2021 at the latest in order to receive this service.

You can also obtain a copy of your credit report, free of charge, from the three nationwide credit reporting companies. To do this, you can visit www.annualcreditreport.com, call toll free at 1-877-322-8228, or directly contact the three nationwide credit reporting companies:

Equifax
PO Box 740241
Atlanta, GA 30374
www.equifax.com
1-800-525-6285

Experian
PO Box 9554
Allen, TX 75013
www.experian.com
1-888-397-3742

TransUnion
PO Box 6790
Fullerton, CA 92834
www.transunion.com
1-800-680-7289

Q: How do I enroll in the free services?

A: Detailed instructions were included in the letter you received. You need to navigate to <https://www.cyberscouthq.com/epiq263?ac=263HQ1745>

If prompted, please provide the following unique code to gain access to services: **263HQ1745**

Q: What are you doing to protect the continued security of my information?

A: Blackbaud has implemented several changes that will protect your data from any subsequent incidents. First, its teams identified the vulnerability associated with this incident including the tactics used by the cybercriminal, and took action to fix it. Blackbaud has tested its fix with multiple third parties, including the appropriate platform vendors, and assured us that it withstands all known attack tactics. They also are accelerating their efforts to further protect data through enhancements to access management, network segmentation, deployment of additional endpoint, and network-based platforms.