

Notice of Blackbaud Security Breach

Emanate Health Foundation (“Foundation”) was recently notified by Blackbaud, a third-party service provider of Foundation, of a security incident involving personal information of certain patients of Foundation’s affiliated medical facilities. We are posting this notification to explain the circumstances and to summarize the steps taken as we take the protection and proper use of personal information very seriously.

What Happened?

On July 16, 2020, the Foundation was notified by its third-party provider, Blackbaud, of a security incident which involved certain individuals’ personal information. Blackbaud notified us that it discovered a ransomware attack on its systems around May 20, 2020. Blackbaud retained independent forensics experts and notified law enforcement. Shortly after the discovery, Blackbaud expelled the cybercriminal from its system. However, Blackbaud determined that before being locked out the cybercriminal had removed a copy of the Foundation’s backup file maintained on Blackbaud’s servers, which contained some personal information. Blackbaud believes the cybercriminal accessed this file initially on February 7, 2020 and retained access until May 20, 2020. We understand that Blackbaud confirmed that the backup file copy had been destroyed. Based on the nature of the incident, Blackbaud’s research, and third-party (including law enforcement) investigations, Blackbaud does not believe that any data went beyond the cybercriminal, was misused, or will be further disseminated.

What Information Was Involved?

The information contained in the Foundation’s back-up file maintained on Blackbaud’s server included the first name, last name, home address, birth date, gender, phone number, and e-mail of certain individuals, and in some cases, the Emanate Health hospital department location in which the individuals were treated. Importantly, Blackbaud confirmed that none of the information contained in the back-up file included any individual’s credit card information, bank account information, or social security number.

What Are We Doing?

As part of its ongoing efforts to help avoid an event like this from happening in the future, Blackbaud has affirmed to the Foundation that it has already implemented changes to help protect its system from any subsequent incidents. Since learning of the issue, Blackbaud identified the vulnerability associated with this incident, including the tactics used by the cybercriminal, and has taken actions to fix it. Additionally, Blackbaud is accelerating its efforts to further harden its environment through enhancements to access management, network segmentation, deployment of additional endpoint, and network-based platforms. As an additional precautionary measure, Blackbaud has indicated that it has hired a third-party team of experts to monitor the dark web for any further misuse of the data.

What Can You Do?

As a best practice, we recommend that those impacted remain vigilant and promptly report any suspicious activity or suspected identity theft to the proper law enforcement authorities.

For More Information

If you have additional questions or concerns, please call our toll-free assistance line at 888-490-0760, Monday through Friday, from 6 am to 6 pm PST. Additional information about this incident can also be found at <https://www.blackbaud.com/securityincident>. For media inquiries, please call (626) 813-2978.

Notice posted: 9/22/20