

August 24, 2020

Name  
Address  
City, State Zip

**Re: Notice of Data Breach**

Dear [Name]:

I am writing regarding a recent incident at Blackbaud, one of our vendors that supports our fundraising and engagement, that may affect the security of your personal information, specifically your checking account information. Your Social Security number was not included. We first learned of this incident on July 16, 2020. We take this incident very seriously and are providing you with information and access to resources so that you can protect your personal information, should you feel it is appropriate to do so.

**What We Are Doing.** The confidentiality, privacy, and security of our constituent's information is extremely important to us. We have security measures in place to protect the security of information entrusted to us and that we share with vendors. In addition, as part of our ongoing commitment to the security of personal information, we continue to actively monitor this situation and follow-up with the vendor to ensure that Carroll School's data is not at additional risk. Our internal cyber team is focused on best in class practices that emphasize the protection and security of all data consistent with our policies and procedures. In addition, consistent with our compliance obligations and responsibilities, we are providing notice of this incident to appropriate government agencies.

**What You Can Do.** At this time, the vendor has not informed us of any misuse of information arising from this incident. However, out of an abundance of caution, we are notifying you so you can take additional actions to minimize or eliminate potential personal harm. We strongly encourage you to take the following preventative measures to help detect and mitigate any misuse of your information and to review the attachment to this letter entitled Information about Ways to Protect Yourself:

1. Remain vigilant for incidents of fraud and identity theft by regularly reviewing your account statements and monitoring free credit reports for any unauthorized activity. Information on additional ways to protect your information, including how to obtain a free credit report and free security freeze, can be found at the end of this letter.
2. Report any incidents of suspected identity theft to your local law enforcement and state attorney general. **As a Massachusetts resident, you have the right to obtain any police report filed about this incident.** If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

We understand that you may have questions about this incident that are not addressed in this letter. We will be calling you directly to assist you with questions regarding this incident and steps you can take to protect yourself. Again, we apologize for any inconvenience caused by this incident. If you have any questions regarding this incident, or if you desire further information or

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assistance, please call me at 781-314-9764 or e-mail me at [psylvester@carrollschool.org](mailto:psylvester@carrollschool.org).

Sincerely,

Patrick Sylvester  
Chief Advancement Officer  
Carroll School

## INFORMATION ABOUT WAYS TO PROTECT YOURSELF

You can obtain additional information about fraud alerts, security freezes, and preventing identity theft from the Federal Trade Commission by calling its identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information online at [www.consumer.ftc.gov/features/feature-0014-identity-theft](http://www.consumer.ftc.gov/features/feature-0014-identity-theft). Federal Trade Commission, Division of Privacy and Identity Protection, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

### **Obtain Your Credit Report**

You should also monitor your credit reports. You may periodically obtain your credit reports from each of the national consumer reporting agencies. If you discover inaccurate information or a fraudulent transaction on your credit report, you have the right to request that the consumer reporting agency delete that information from your credit report file.

In addition, under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three nationwide consumer reporting agencies listed above. You may obtain a free copy of your credit report by going to [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com) or by calling (877) 322-8228. You also may complete the Annual Credit Report Request Form available from the FTC at [www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf](http://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You may also contact any of the three major consumer reporting agencies to request a copy of your credit report.

**For Massachusetts residents:** You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly.

### **Fraud Alerts**

You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at [www.annualcreditreport.com](http://www.annualcreditreport.com).

### **Security Freeze**

You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. **Under federal law, you cannot be charged to place, lift, or remove a security freeze.**

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)). To place a security freeze on your credit report, you may send a written

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request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

**Equifax Security Freeze**

P.O. Box 105788

Atlanta, GA 30348

1-800-349-9960

<https://www.equifax.com/personal/credit-report-services/>

**Experian Security Freeze**

P.O. Box 9554

Allen, TX 75013

1-888-397-3742

<https://www.experian.com/freeze/center.html>

**TransUnion Security Freeze**

P.O. Box 160

Woodlyn, PA 19094

1-888-909-8872

<https://www.transunion.com/credit-freeze>

To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line, or a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and proof of that address and any previous addresses for the past five years; (5) legible photocopy of a government issued ID card; (6) Social Security card, pay stub of W2; and (7) a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.