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HopeChannel

Date

ADDRESS BLOCK

Dear <Salutation>,

We are writing to let you know that Hope Channel International was notified of a data security incident at Blackbaud, a third-party vendor whose fundraising and donor engagement software is used by more than 25,000 nonprofit organizations worldwide.

The Blackbaud breach may have included personal data for some of our supporters including names, addresses, phone numbers, giving history, credit card and bank account information, and identification numbers.

Blackbaud believes the risk to individuals whose data was accessed is very low. However, in an abundance of caution, Blackbaud has put in place dark web monitoring intended to detect trafficking of any of the copied data.

Supporters like you trust us with your information, and we do not take this responsibility lightly. Please know that we here at Hope Channel are maintaining regular contact with Blackbaud and staying well-informed of any developments. We have reviewed our internal policies on data security and have made adjustments in light of what could have occurred—but did not.

The Fundraising Department has instituted enhanced security protocols that will strengthen the protection of your data. Further every department within the network will be receiving new security guidelines that will further guarantee the protection of all information that is received by Hope Channel.

We value your privacy and deeply regret that this incident occurred. If you have any immediate concerns or questions, please contact me at 240-381-6684.

I have also enclosed with this letter a document that outlines further steps you can take to protect your information.

Thank you for your continued partnership with Hope Channel so that all may live as God intended. May God continue to bless you and those you love.

Sincerely,

Ronnie Mills
Director of Fundraising

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