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Kingsley House
Founded 1896

Educates children, strengthens families and builds community

October 26, 2020

<Name>
<Address>

Dear <Name>:

As a valued member of the Kingsley House family, we are writing to let you know about a data security incident that may have led to unauthorized access or acquisition of information. This event was experienced by our third-party vendor, Blackbaud, a national cloud-based service provider that manages and stores donor records and engagement information for K-12 schools, universities and nonprofit organizations. Kingsley House takes the protection and proper use of your information very seriously. We are therefore contacting you to explain the incident and provide you suggested next steps to protect your information.

We understand that Blackbaud had a cybersecurity incident which resulted in exposure of personal information maintained by non-profit and educational institutions on the Blackbaud platform. Kingsley House was notified of the security incident on July 16, 2020, and then again on September 29, 2020 due to supplemental information being stored by Blackbaud also being found to be potentially compromised. It is this second notification that has prompted us to contact you.

Specifically, Kingsley House utilizes a Blackbaud platform known as *Raiser's Edge NXT* to store information about our valued constituents. The information which may have been compromised includes (1) your name, (2) your home address, (3) your email address, and (4) a scanned copy of your donation made by check including your checking account number. At this time, based on the information we have received from Blackbaud, we have no reason to believe that any personal information of members of the Kingsley House community has been misused as a result of this incident. However, we felt it important to inform you that this limited information may have been viewed by unauthorized individuals.

Kingsley House is committed to ensuring the security of all personal information in our control, and we are taking steps to prevent a similar event from occurring in the future. As always, we recommend that you continue to join us in remaining vigilant to protect your personal information.

We sincerely apologize for this incident and regret having to report its occurrence to you. Should you have any further questions or concerns, please do not hesitate to reach out to us. You may also find more information on the incident at blackbaud.com/securityincident or call Blackbaud directly at 855-907-2099.

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United Way

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COA Council on Accreditation

a powerful force for GOOD.
LANO Louisiana Association of Nonprofit Organizations

For residents of all states:

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf) or Experian (https://www.experian.com/fraud/center.html). A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, 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 any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
www.freeze.equifax.com
800-525-6285

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
www.experian.com/freeze
888-397-3742

TransUnion (FVAD)
P.O. Box 2000
Chester, PA 19022
freeze.transunion.com
800-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed above.