

18342

December 11, 2020

<<Name>>

<<Address>>

<<City, State, ZIP>>

Dear <<Name>>:

We are writing to inform you of a data security incident involving Blackbaud, Inc. ("Blackbaud"). Girl Scouts of Middle Tennessee ("GSMIDTN") takes the security of your information very seriously, and we sincerely apologize for any inconvenience this incident may cause. This letter contains information about the incident and steps you can take to protect your information.

Blackbaud is a cloud computing provider that is used by GSMIDTN and many other institutions to organize and store information related to members of our community. In July 2020, Blackbaud notified hundreds of non-profit and educational institutions, including GSMIDTN, that Blackbaud experienced a cybersecurity incident which resulted in the exposure of personal information maintained by non-profit and educational institutions on the Blackbaud platform. GSMIDTN was first notified of this incident by Blackbaud on July 16, 2020, and again on September 29, 2020 that further information was found to be compromised.

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 GSMIDTN community has been misused as a result of this incident. However, for purposes of full disclosure, we feel it important to inform you that limited information related may have been viewed by unauthorized individuals as a result of this incident, including your name, address, and scanned image of your donor check as discussed below.

Specifically, GSMIDTN utilizes Blackbaud platforms known as *Raiser's Edge*, *Raiser's Edge NXT*, *Financial Edge*, and *Financial Edge NXT*. We feel it is important to inform you that we use this platform to store the following information which we believe may have been exposed as a result of this incident: (1) your name, (2) your home address, (3) your email address, and (4) your account number contained on your donor check. GSMIDTN did not use *Raiser's Edge*, *Raiser's Edge NXT*, *Financial Edge*, or *Financial Edge NXT* to store your any financial, banking, or credit information within Blackbaud platforms, but did upload scanned donor checks within *Raiser's Edge's* and *Raiser's Edge NXT* backup, which were part of the Blackbaud incident.

Girl Scouts of Middle Tennessee 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.

The protection of your information is a top priority, and we sincerely regret any concern or inconvenience that this matter may cause you and your family. If you have any questions, please do not hesitate to call (615) 460-0231, Monday – Friday, 8:30am to 4:30pm.

Sincerely,

A handwritten signature in black ink, appearing to read "Pam Self", with a long horizontal flourish extending to the right.

Pam Self
COO/CFO
The Girl Scouts of Middle Tennessee

Additional Important Information

For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina: It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For residents of Maryland, Rhode Island, Illinois, and North Carolina:

You can obtain information from the Maryland and North Carolina Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

**Maryland Office of the
Attorney General**

Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

**Rhode Island Office of the
Attorney General**

Consumer Protection
150 South Main Street
Providence RI 02903
1-401-274-4400
www.riag.ri.gov

**North Carolina Office of the
Attorney General**

Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com

Federal Trade Commission

Consumer Response Center
600 Pennsylvania Ave, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft

For residents of Massachusetts: It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft

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](https://assets.equifax.com/assets/personal/Fraud%20Alert%20Request%20Form.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
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>
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.