



Guide Dogs for the Blind

Notice of Data Security Incident

What Happened

On July 16, 2020, Blackbaud, the data services vendor that manages Guide Dogs for the Blind donor contact information, notified us that it discovered and contained a data security incident between February and May 2020. After discovering the incident, Blackbaud's Cyber Security team worked with independent forensics experts and law enforcement to successfully expel the cybercriminals from Blackbaud's systems. Blackbaud is a cloud software provider that provides GDB and many other nonprofit organizations and educational institutions with database and relationship management services.

What Information Was Involved

Prior to being locked out of the company's systems, the cybercriminals copied some data from Blackbaud's systems, which may have included certain Blackbaud customer data. GDB's investigation into the impact on data maintained in the impacted systems found that the cybercriminals did not remove any credit card information or gain access to bank account information, usernames, passwords or social security numbers stored in our database because that data was encrypted. Based on GDB's ongoing investigation, it was determined the personal information that could have been subject to unauthorized access or acquisition included names and dates of birth.

What Blackbaud is Doing in Response

Promptly after Blackbaud notified GDB of the issue, it took steps to determine the nature and scope, including whether any personal information was impacted. Blackbaud has implemented new security controls to help detect and prevent unauthorized access to information, including (1) hardening its controls related to access management, network segmentation, and endpoint and network-based protection; and (2) accelerating its efforts to strengthen its password requirements and implement multi-factor authentication for its self-hosted solutions. Blackbaud also engaged third-party experts to actively monitor for suspicious activity involving GDB data. You can read about Blackbaud's security program at <https://www.blackbaud.com/security>.

In addition, Blackbaud has consulted with law enforcement on this issue. Based on the investigation, and the information received from Blackbaud, at this time, GDB has no evidence that any of the information has been misused as a result of this issue.

What You Can Do

Even though credit information was not accessed in this incident, out of an abundance of caution and as a best practice, you may want to consider monitoring your account statements and credit reports for improper use of your information. GDB is providing guidance on how to better protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. GDB is also providing information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, and how to contact the Federal Trade Commission, your state Attorney General, and law enforcement to report attempted or actual identify theft and fraud.

As always, your privacy and the security of your data is our highest priority. Blackbaud has apologized to Guide Dogs for the Blind for this incident and we, on their behalf, extend that apology to you for any inconvenience this may cause. We sincerely appreciate your support and are continually assessing our

procedures and policies to seek new ways to improve our approach to security. We understand the importance of our role as custodians of your information and work every day to earn your trust.

Contact Information

Please email us at donations@guidedogs.com or call us at (267) 930-4786 if you have questions regarding this notification, or need further information.