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March 1, 2021

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VIA E-MAIL (ATTORNEYGENERAL@DOJ.NH.GOV)

The Honorable Gordon MacDonald
Attorney General of the State of New Hampshire
Office of the Attorney General
33 Capitol Street
Concord, New Hampshire 03301

Re: Notification of a Data Security Incident

Dear Attorney General MacDonald:

We represent Denver Dumb Friends League (“DDFL”) in connection with an incident that may have impacted the personal information of a New Hampshire resident, and we provide this notice on behalf of DDFL pursuant to N.H. REV. STAT. ANN. § 359-C:20. This notice will be supplemented, if necessary, with any new significant facts discovered subsequent to its submission. While DDFL is notifying you of this incident, DDFL does not waive any rights or defenses relating to the incident or this notice, or the applicability of New Hampshire law on personal jurisdiction.

NATURE OF THE SECURITY INCIDENT OR UNAUTHORIZED USE OR ACCESS

DDFL contracts with the company Blackbaud, Inc. (“Blackbaud”) to store its donor information within Blackbaud’s self-hosted environment. On July 16, 2020, Blackbaud notified DDFL that Blackbaud was impacted by an attempted ransomware event where certain data, including some of DDFL’s donors’ data, was exfiltrated out of Blackbaud’s systems between April 18, 2020 and May 17, 2020. In its original communication to DDFL, Blackbaud informed DDFL that it encrypts most of the data it stores and that the only personal information that was impacted for New Hampshire residents were names and dates of birth.

However, in October 2020, DDFL learned from Blackbaud that, for some individuals, Social Security number, driver’s license number, passport number, limited medical information, username and password, financial account number with pin, and/or limited biometrics data were also potentially accessible to the unauthorized third party. While DDFL is not aware of any fraud or identity theft to any individual as a result of this incident and

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cannot confirm if any personal information was actually obtained by an unauthorized party, DDFL is notifying the potentially impacted New Hampshire resident.

NUMBER OF NEW HAMPSHIRE RESIDENTS AFFECTED

DDFL determined that one (1) New Hampshire resident may have been impacted by this incident. DDFL notified the impacted resident of the incident by First Class mail on February 24, 2021. DDFL has established a confidential telephone inquiry line to assist the affected individuals with any questions they may have regarding the incident. DDFL also offered identity theft protection to those individuals whose Social Security number and/or driver's license number was included in the unencrypted data. Attached is a sample of the notification letter that was sent to the affected New Hampshire resident.

STEPS TAKEN RELATING TO THE INCIDENT

Upon originally learning of the incident in July 2020, DDFL conducted a review of the information believed to be unencrypted within the Blackbaud system and determined that, based on the facts provided to it by Blackbaud, no New Hampshire resident's personal information was impacted by the incident. Upon receiving follow-up communication from Blackbaud in October 2020, DDFL conducted a comprehensive review of the fields subsequently determined to be unencrypted within Blackbaud's system and identified individuals whose personal information may have been impacted by the incident. DDFL then identified addresses for these individuals and sent out communication notifying the potentially impacted New Hampshire resident. DDFL is reviewing its relationship with Blackbaud and the technical controls in place for securing DDFL's data in the Blackbaud systems.

CONTACT INFORMATION

Please do not hesitate to contact me if you have any questions or if I can provide you with any further information concerning this matter.

Very truly yours,

A handwritten signature in cursive script that reads "Bruce A. Radke".

Bruce A. Radke

Enclosure



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

<<Mail ID>>
<<Name 1>>
<<Name 2>>
<<Address 1>>
<<Address 2>>
<<Address 3>>
<<Address 4>>
<<Address 5>>
<<City>><<State>><<Zip>>
<<Country>>

<<Date>>

Dear <<Name 1>>:

We are writing to advise you of a recent data security incident involving a company called Blackbaud, Inc. (“Blackbaud”). Denver Dumb Friends League (“DDFL” or we) contracts with Blackbaud to store certain information regarding our donors and volunteers within Blackbaud’s self-hosted environment.

What Happened

On July 16, 2020, Blackbaud notified us, as well as hundreds of other organizations that use its products, that it was impacted by a ransomware event. According to Blackbaud, in May 2020, an unauthorized third party attempted to deploy ransomware within Blackbaud’s environment and also exfiltrated some data out of Blackbaud’s systems. In its original communication to us, Blackbaud informed us that it encrypts most of the data it stores. However, in October 2020, we learned that some of the personal information that Blackbaud previously thought was encrypted was actually unencrypted and potentially accessible to the unauthorized third party.

What Information Was Involved

The information that was potentially accessible to the unauthorized third party was different for each person but may have included your name, Social Security number, driver’s license number, and/or passport number. For a limited number of people the information may also have included limited medical information, biometric information, and/or government or military ID number.

What We Are Doing

We take our responsibility to safeguard personal information seriously and apologize for any inconvenience or concern this incident might cause. Upon learning of the incident, we reviewed our internal records to identify who may have been affected. We also worked with Blackbaud to obtain additional information about the nature of the event to determine the risk to your personal information.

What You Can Do

Although we are not aware of any instances of fraud or identity theft, as a precaution, **we are offering a complimentary one-year membership to Experian IdentityWorks Credit 3B.** This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. For more information on IdentityWorks Credit 3B and how to activate your complimentary one-year membership, please see the additional information provided in this letter.

Other Important Information

As a precautionary measure, we recommend that you remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing your account statements and monitoring credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state’s attorney general, as well as the Federal Trade Commission (“FTC”).

You may wish to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps you can take to avoid identity theft. For more information and to contact the FTC, please visit www.ftc.gov/idtheft or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

Credit Reports: You may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies by visiting www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at <https://www.annualcreditreport.com/manualRequestForm.action>.

Alternatively, you may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is as follows:

Equifax
1-866-349-5191
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374

Experian
1-888-397-3742
www.experian.com
P.O. Box 2002
Allen, TX 75013

TransUnion
1-800-888-4213
www.transunion.com
P.O. Box 2000
Chester, PA 19016

Fraud Alerts: You may want to consider placing a fraud alert on your credit report. A fraud alert is free and will stay on your credit report for one (1) year. 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.

Credit and Security Freezes: You may have the right to place a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax Security Freeze
1-888-298-0045
www.equifax.com
P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze
1-888-397-3742
www.experian.com
P.O. Box 9554
Allen, TX 75013

TransUnion Security Freeze
1-888-909-8872
www.transunion.com
P.O. Box 160
Woodlyn, PA 19094

Individuals interacting with credit reporting agencies have rights under the Fair Credit Reporting Act. We encourage you to review your rights under the Fair Credit Reporting Act by visiting https://files.consumerfinance.gov/f/documents/bcfrp_consumer-rights-summary_2018-09.pdf, or by requesting information in writing from the Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

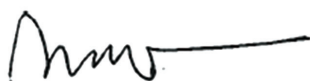
New York State Residents: New York residents can obtain information about preventing identity theft from the New York Attorney General's Office at: Office of the Attorney General for the State of New York, Bureau of Consumer Frauds & Protection, The Capitol, Albany, New York 12224-0341; <https://ag.ny.gov/consumer-frauds/identity-theft>; (800) 771-7755.

Vermont Residents: If you do not have internet access but would like to learn more about how to place a security freeze on your credit report, contact the Vermont Attorney General's Office at 802-656-3183 (800-649-2424 toll free in Vermont only).

For More Information

For further assistance, please call 800-551-1291 from 7 am to 7 pm Mountain Time, Monday – Friday.

Sincerely,



Marshall Jeffress, Vice President of Finance and Administration

To help protect your identity, we are offering a **complimentary** one-year membership of Experian IdentityWorksSM Credit 3B. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

Activate IdentityWorks Credit 3B Now in Three Easy Steps

1. **ENROLL** by: <<Enrollment Deadline>> (Your code will not work after this date.)
2. **VISIT** the **Experian IdentityWorks website** to enroll: <https://www.experianidworks.com/3bcredit>
3. **PROVIDE** the **Activation Code**: <<Activation Code>>

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-288-8057. Be prepared to provide engagement number <<Engagement Number>> as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance^{**}:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Activate your membership today at <https://www.experianidworks.com/3bcredit>
or call 877-288-8057 to register with the activation code above.

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-288-8057.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.