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November 9, 2020

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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, NH 03301

**Re: *Notification of a Data Security Incident***

Dear Attorney General MacDonald:

We represent Hopkins School (“Hopkins”) in connection with a recent incident that may have impacted the personal information of twenty-three (23) New Hampshire residents, and we provide this notice on behalf of Hopkins 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 Hopkins is notifying you of this incident, Hopkins 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 BREACH OR UNAUTHORIZED USE OR ACCESS**

On July 16, 2020, Hopkins’ cloud service provider, Blackbaud Inc. (“Blackbaud”) notified Hopkins that it was impacted by a ransomware event. According to Blackbaud, ransomware was deployed within its environment in May 2020, and certain data was exfiltrated out of its systems between April 18, 2020 and May 7, 2020. At the time, Blackbaud first reported the incident to Hopkins in July, Blackbaud said that most of the exfiltrated data (including any data that might be considered sensitive) was encrypted and therefore not viewable by the unauthorized person even after it was exfiltrated. However, on September 29, 2020, Blackbaud alerted Hopkins that in fact certain Social Security numbers that it had initially thought were encrypted when exfiltrated were actually unencrypted and therefore viewable by the unauthorized party. Upon learning this new information from Blackbaud, Hopkins immediately began reviewing its internal records to identify who may have been affected.

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Hopkins is not aware of any fraud or identity theft to any individual as a result of this incident but is notifying the potentially impacted residents.

#### **NUMBER OF NEW HAMPSHIRE RESIDENTS AFFECTED**

The incident may have impacted twenty-three (23) New Hampshire residents. Hopkins mailed notification letters to these individuals on November 9, 2020. Enclosed is a sample of the notice that is being sent to the impacted residents via first-class United States mail.

#### **STEPS TAKEN RELATING TO THE INCIDENT**

Upon learning of the incident, Hopkins worked to get additional information from Blackbaud about the incident and the potentially impacted information so that it could notify potentially impacted individuals. Hopkins is also providing complimentary identity theft protection services to the impacted individual through Experian. Finally, Hopkins is reviewing its relationship with Blackbaud and the technical controls in place for securing Hopkins' 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,



Bruce A. Radke

Enclosure

Hopkins School  
Mail Handling Services  
777 E Park Dr  
Harrisburg, PA 17111



[REDACTED]

November 10, 2020

Dear [REDACTED]:

Hopkins School (“Hopkins” or “we”) values and respects the privacy of your information, which is why we are writing to advise you of a recent security incident involving a company called Blackbaud, Inc. (“Blackbaud”) that may have involved information about you. We have no reason to believe that your personal information has been misused. Nonetheless, we are writing to advise you of the incident.

Over the years, Hopkins, like thousands of other schools and not-for-profit organizations, has contracted with Blackbaud to provide a variety of enterprise software services that help us manage certain student, applicant, parent, employee, and vendor data. On July 16, 2020, Blackbaud notified us (as well as thousands of other organizations that use its products) that it was impacted by a ransomware event. According to Blackbaud, ransomware infected their environment and certain data was exfiltrated out of its systems between April 18, 2020 and May 7, 2020. Blackbaud first reported this to us in July. At that time, they reported that the exfiltrated data (including any data that might be considered sensitive) was encrypted and therefore not viewable by the unauthorized party.

On September 29, 2020, Blackbaud alerted us that its July report was incorrect. In this follow up notice, and to our frustration, Blackbaud explained that some of the data it had initially thought was encrypted when exfiltrated was actually unencrypted and therefore potentially viewable by the unauthorized party. This unencrypted data, Blackbaud reported, included certain individuals’ Social Security numbers. Upon learning this new information from Blackbaud, we immediately began reviewing our internal records to identify who may have been affected. **Our review concluded that your name and Social Security number were within the data set that the unauthorized party could have accessed.**

While we are not aware of any fraudulent activity or misuse of any person’s information as a result of the incident, we are writing to alert you of what happened and to encourage you to diligently monitor your personal accounts. Additionally, out of an abundance of caution, Hopkins has arranged a one-year membership of Experian IdentityWorksSM Credit 3B at no cost to you. This service will actively monitor your credit across all three credit bureaus. 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. Enrollment in the IdentityWorks Credit 3B program will not affect your credit score. For more information on identity theft prevention and IdentityWorks Credit 3B, including instructions on how to activate your complimentary membership, please see the additional information provided in this letter.

The potentially compromised data was found in prior software catalogued on Blackbaud’s server from more than 10 years ago. We are taking steps to help prevent this from happening again, including confirming Blackbaud’s technical, security and encryption controls for securing our data.

We value the trust you place in us and apologize for any inconvenience or concern this incident might cause. If you need further assistance, please call 1-800-326-6021 from 8 a.m. to 5 p.m. Eastern Time, Monday – Friday.

Sincerely,

Handwritten signature of Kai Bynum in black ink.

Kai Bynum  
Head of School

Handwritten signature of David Baxter in black ink.

David Baxter  
Chief Financial and Operating Officer

To help protect your identity, we are offering a **complimentary** one-year membership of Experian IdentityWorks<sup>SM</sup> 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: [REDACTED] (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**: [REDACTED]

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 [REDACTED] 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** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **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.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE<sup>TM</sup>:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance<sup>\*\*</sup>:** 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](http://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.

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

## Additional 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](http://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](http://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](http://www.equifax.com)  
P.O. Box 740241  
Atlanta, GA 30374

Experian  
1-888-397-3742  
[www.experian.com](http://www.experian.com)  
P.O. Box 2002  
Allen, TX 75013

TransUnion  
1-800-888-4213  
[www.transunion.com](http://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](http://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](http://www.equifax.com)  
P.O. Box 105788  
Atlanta, GA 30348

Experian Security Freeze  
1-888-397-3742  
[www.experian.com](http://www.experian.com)  
P.O. Box 9554  
Allen, TX 75013

TransUnion Security Freeze  
1-888-909-8872  
[www.transunion.com](http://www.transunion.com)  
P.O. Box 160  
Woodlyn, PA 19094

**Maryland Residents:** Maryland residents can contact the Office of the Attorney General to obtain information about steps you can take to avoid identity theft from the Maryland Attorney General's office at: Office of the Attorney General, 200 St. Paul Place, Baltimore, MD 21202, (888) 743-0023, <http://www.marylandattorneygeneral.gov/>.

**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.

**North Carolina Residents:** North Carolina residents can obtain information about preventing identity theft from the North Carolina Attorney General's Office at: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001; 877-5-NO-SCAM (Toll-free within North Carolina); 919-716-6000; [www.ncdoj.gov](http://www.ncdoj.gov).

**Rhode Island Residents:** We believe that this incident affected fifteen (15) Rhode Island residents. Rhode Island residents can contact the Office of the Attorney general at: Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, (401) 274-4400, [www.riag.ri.gov](http://www.riag.ri.gov). You have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

**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).