

Morgan Lewis

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CONSUMER PROTECTION

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VIA US MAIL

August 28, 2020

State of New Hampshire
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Notice of Data Security Incident

Dear Office of the Attorney General:

This Firm represents the Jane Goodall Institute ("JGI") and we are writing to notify you regarding the nature and circumstances of a recent data security incident involving a ransomware attack suffered by one of JGI's vendors. The data security incident potentially affects personal information of individual donors and prospective donors to JGI.

On or about July 22, 2020, it came to JGI's attention that in May 2020, Blackbaud, a vendor that supports JGI's fundraising and engagement efforts, experienced a ransomware attack on systems that contained information of a number of its nonprofit clients. As a result, hackers obtained personally identifying information about Blackbaud's nonprofit clients' donors and prospective donors, including those of JGI. JGI initially believed that Blackbaud had sent or would send notifications to state authorities like your office, but it subsequently learned that was not the case. Therefore, out of an abundance of caution, we are sending this notice to you at this time.

After investigation, JGI has determined that information on Blackbaud's systems at the time of the ransomware incident did not include credit card or bank account information because this information is kept separately and encrypted. Nor were social security numbers of donors or prospective donors impacted, because JGI does not keep this information on its systems.

At this time, JGI has no evidence that the personal information of its affected donors and prospective donors has been used inappropriately. JGI's contracts with Blackbaud require Blackbaud to keep JGI's donor information confidential and to have security procedures in place, and Blackbaud has indicated to JGI that it has successfully retrieved the stolen data and prevented it from being used in an unauthorized way. Nevertheless, JGI sent notifications by mail and email to affected donors and prospective donors to explain what happened, what information was involved, what JGI has done and how affected donors and prospective donors can contact JGI with questions.

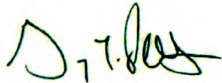
Further information about what JGI has done and is recommending to the individuals in question can be found in the enclosed notification that JGI sent to approximately 724 New Hampshire residents via mail

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and email on July 31, 2020. JGI notified 424 New Hampshire residents via mail, and JGI notified affected individuals whose state of residence is unknown via email. Of the individuals notified by email, JGI estimates that 300 live in New Hampshire.

If you have any questions, please do not hesitate to contact me.

Regards,

A handwritten signature in green ink, appearing to read "G. T. Parks".

Gregory T. Parks

Enclosure

From: TEST MESSAGE FROM: The Jane Goodall Institute <community@janegoodall.org>
Sent: Friday, July 31, 2020 2:41 PM
To: [REDACTED]
Subject: An Update from JGI

Dear Friends of JGI,

We're reaching out to let you know that the Jane Goodall Institute was notified of a data security incident at one of our vendors, Blackbaud. We believe that alerting you is the right thing to do in the interests of transparency and fairness that are at the heart of our organization.

Blackbaud works with many large and small nonprofits, including the Jane Goodall Institute, to support fundraising and engagement efforts. Last week, Blackbaud notified us that it was the target of a ransomware attack that involved the information of a number of its clients. As a result, the hackers obtained some personally identifying information about Blackbaud's nonprofit clients' donors and prospective donors, including those of the Jane Goodall Institute.

We believe your information was likely involved. Please note that no credit card or bank account information was compromised in this attack, as this information is kept separately and encrypted. Your social security number is not in any of our systems and therefore is also not impacted.

Blackbaud believes they have successfully retrieved the stolen data and prevented it from being used in an unauthorized way. We believe this is true, but are following up to verify. Our contracts with Blackbaud have always required them to keep our constituent information confidential and to have security procedures in place to minimize breaches.

We are conducting an independent inquiry into this incident and are actively investigating the cause of the incident, the data involved, details of the incident, and Blackbaud's plans to prevent reoccurrence. We are also exploring all options to ensure this does not happen again, including the possibility of using a provider other than Blackbaud going forward. For more information from Blackbaud on the incident, visit:

<https://www.blackbaud.com/securityincident>

The privacy of donors and supporters like you is of the utmost importance, and we promise to do everything in our power to ensure your private information remains secure.

Please know that we are here for you to answer questions via telephone at (703) 682 - 9242 or via email at inquiries@janegoodall.org.

Sincerely,

Steve Woodruff
Chair, Board of Directors
The Jane Goodall Institute