

Appendix

Holderness School is a private, coeducational college-preparatory school in Holderness, New Hampshire. Blackbaud is a cloud-based software company that provides services to thousands of schools, hospitals, and non-profits, including Holderness School.

Holderness School was notified by Blackbaud on July 16, 2020 that it had discovered a ransomware attack on Blackbaud's network in May 2020. Blackbaud reported that it conducted an investigation, determined that there had been unauthorized access to its systems between February 7, 2020 and May 20, 2020, that backup files containing information from some of its clients had been taken from its network, and an attempt was made to encrypt files to convince Blackbaud to pay a ransom. Blackbaud paid a ransom and obtained confirmation that the stolen files had been destroyed. Blackbaud also reported that it has been working with law enforcement.

Initially, Blackbaud informed Holderness School that the fields in the database backups containing personal information were encrypted and not accessible by the unauthorized individual. However, Blackbaud's further investigation determined that this was not the case, and informed Holderness School of their updated findings on September 29, 2020.

Following receipt of the notifications about the incident from Blackbaud, Holderness School launched its own investigation to identify the individuals whose information may have been involved in the Blackbaud incident. On January 11, 2020, Holderness School determined that the Blackbaud backup files contained certain information pertaining to some of its donors, including 104 Maine residents whose information included their name and one of the following data elements: Social Security number, Tax Identification number, or financial account number.

Beginning today, March 1, 2021, Holderness School is mailing notification letters to the Maine residents via United States Postal Service First-Class mail. A copy of the notification letter is enclosed.¹ Holderness School is offering the Maine residents complimentary, two-year memberships to credit monitoring and identity theft prevention services, through CyberScout. Holderness School has established a dedicated phone number where the individuals may obtain more information regarding the incident.

To help prevent something like this from happening again, Holderness School is re-evaluating its relationship with Blackbaud and reviewing the security requirements it has for its data solution service vendors. Blackbaud has informed Holderness School that they identified and fixed the vulnerability associated with this incident, implemented several changes that will better protect data and are undertaking additional efforts to improve the security of its environment through enhancements to access management, network segmentation, and deployment of additional endpoint and network-based platforms.

¹ This report does not waive Holderness School's objection that Maine lacks personal jurisdiction over it related to any claims that may arise from this incident.