



Adventist Development & Relief Agency  
12501 Old Columbia Pike 1.800.424.ADRA (2372)  
Silver Spring, MD 20904 [ADRA.org](http://ADRA.org)

September 2020

John Doe  
123 Main Street  
Anytown, MD 20904

Dear John,

I am writing to let you know that ADRA International was notified of a data security incident at Blackbaud, a third-party vendor whose fundraising and donor engagement software is used by more than 25,000 nonprofit organizations worldwide. In July 2020, we received notification from Blackbaud that they discovered a cyberattack on one of their systems that houses donor information. Unfortunately, ADRA was one of a number of organizations impacted by this security breach. A detailed explanation of the incident is available on Blackbaud's website at: [blackbaud.com/securityincident](http://blackbaud.com/securityincident).

### **What Kind of Data Was Affected?**

The Blackbaud breach, discovered in May 2020, may have included personal data for some of our ADRA supporters including names, addresses, phone numbers, date of birth, giving history, credit card and bank account information. According to Blackbaud, based on the nature of the incident, their research, and third party (including law enforcement) investigation, they “have no reason to believe that any data went beyond the cybercriminal, was or will be misused; or will be disseminated or otherwise made available publicly.”

### **Blackbaud's Response**

Blackbaud believes the risk to individuals whose data was accessed is very low. However, in an abundance of caution, Blackbaud has put in place dark web monitoring intended to detect trafficking of any of the copied data.

### **ADRA's Response**

Supporters like you trust us with your information, and we do not take this responsibility lightly. Please know that we here at ADRA are maintaining regular contact with Blackbaud and staying well-informed of any developments. We have reviewed our internal policies on data security and have made adjustments in light of what could have occurred—but did not.

Some of those adjustments we will not publish, but we are happy to discuss them with any donor who would like more assurance that we are doing our due diligence.

over, please

**Talk to Us**

We value your privacy and deeply regret that this incident occurred. If you have any immediate concerns or questions, please contact one of our team members at 1.800.424.ADRA (2372).

Thank you for your continued partnership with ADRA so that all may live as God intended. May God continue to bless you and those you love.

With deepest gratitude,

A handwritten signature in blue ink that reads "Michael Kruger". The signature is stylized and includes a horizontal line that extends to the right, ending in a triangular shape.

Michael Kruger  
President, ADRA International

## Steps You Can Take to Protect Your Information

- **Review Your Account Statements and Notify Law Enforcement of Suspicious Activity**

As a precautionary measure, it is recommended that you remain vigilant by reviewing your account statements and 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 also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, including your state attorney general and the Federal Trade Commission (FTC).

To file a complaint with the FTC, go to [IdentityTheft.gov](http://IdentityTheft.gov) or call 1-877-ID-THEFT (877-438-4338). Complaints filed with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies.

- **Obtain and Monitor Your Credit Report**

It is recommended that you obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 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 access the request form at <https://www.annualcreditreport.com/requestReport/requestForm.action>. Or you can 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 provided below:

Equifax	Experian	TransUnion
(866) 349-5191	(888) 397-3742	(800) 888-4213
<a href="http://www.equifax.com">www.equifax.com</a>	<a href="http://www.experian.com">www.experian.com</a>	<a href="http://www.transunion.com">www.transunion.com</a>
P.O. Box 740241	P.O. Box 4500	2 Baldwin Place
Atlanta, GA 30374	Allen, TX 75013	P.O. Box 1000
		Chester, PA 19016

- **Consider Placing a Fraud Alert on Your Credit Report**

You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

- **Take Advantage of Additional Free Resources on Identity Theft**

It is recommended that you review the tips provided by the Federal Trade Commission's Consumer Information website, a valuable resource with some helpful tips on how to protect your information. Additional information is available at <https://www.consumer.ftc.gov/topics/privacy-identity-online-security>.

For more information, please visit [IdentityTheft.gov](https://www.identitytheft.gov) or call 1-877-ID-THEFT (877-438-4338). A copy of Identity Theft – A Recovery Plan, a comprehensive guide from the FTC to help you guard against and deal with identity theft, can be found on the FTC's website at [https://www.consumer.ftc.gov/articles/pdf-0009\\_identitytheft\\_a\\_recovery\\_plan.pdf](https://www.consumer.ftc.gov/articles/pdf-0009_identitytheft_a_recovery_plan.pdf).

- **Security Freeze**

In some US states, you have the right to put a security freeze on your credit file. A security freeze (also known as a credit freeze) makes it harder for someone to open a new account in your name. It is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to apply for a new credit card, wireless phone, or any service that requires a credit check. You must separately place a security freeze on your credit file with each credit reporting agency. To place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement, or insurance statement. There is no charge to request a security freeze or to remove a security freeze.