Buffalo & Erie County Public
LIBRARY

August 3, 2020

RE: Notice of Data Breach

Dear Buffalo & Erie County Public Library Cardholder,

The Buffalo & Erie County Public Library takes the protection and proper use of information you have provided to us as a donor very seriously. Accordingly, we are writing to let you know about a data security incident involving a third-party service provider that may have involved your personal information. With guidance from our legal counsel, we are contacting you to explain the incident.

What Happened

The Library was recently informed that between February 7, 2020 and May 20, 2020, a cybercriminal launched a "ransomware" attack on a database maintained by Blackbaud, a third-party software vendor. The Library uses Blackbaud's "Raiser's Edge" application to accept and maintain donor records in a cloud-based environment. We also use a different Blackbaud application to send emails to Library donors and cardholders.

Please note that Blackbaud has informed the Library that **the cybercriminal did not access any credit card information, bank account information, passwords or Social Security numbers**. However, they may have accessed names, addresses, telephone numbers, email addresses, and information concerning donations to the Library, such as the amount donated and the check number (if applicable).

Blackbaud informed all of its clients, including the Library, that their cybersecurity team, together with independent forensics experts and law enforcement, successfully prevented the cybercriminal from further damage by blocking their system access and fully encrypting files, and ultimately expelled them from their system. However, before the cybercriminal was locked out, a copy of a backup file containing personal information was accessed, as described above.

Based on the nature of the incident, Blackbaud's research and their third party (including law enforcement) investigation, Blackbaud has informed us that 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.

What We Are Doing

Ensuring the safety of our donor data is of the utmost importance to us. As part of Blackbaud's ongoing efforts to help prevent something like this from happening in the future, Blackbaud has assured us they have implemented several changes that

will protect your data from any subsequent incidents. Blackbaud has told its clients that their "fix" has been tested and it withstands all known attack tactics. Additionally, they are accelerating efforts to further harden their environment through enhancements to access management.

The Library will continue to monitor the situation.

What You Can Do

As a best practice, we recommend you remain vigilant and promptly report any suspicious activity or suspected identity theft to the proper law enforcement authorities. You can report suspected identity theft to the Federal Trade Commission (FTC) online at www.IdentityTheft.gov or by phone at 1-877-438-4338.

If you want more details, or have concerns or questions, please contact the Library's Development/Fundraising Office - Joy Testa Cinquino at 716-858-7182 or Maureen Germaine at 716-858-7197 or by email at communications@buffalolib.org.

We sincerely apologize for this incident and regret any inconvenience it may cause you.

Sincerely,

Mary Jean Jakubowski
Director
Buffalo & Erie County Public Library