



## Arthritis Society response to Blackbaud security incident

Update: October 1, 2020

The Arthritis Society was informed on Sept. 30, 2020 by Blackbaud, our third-party customer and donor management system provider, that the data breach that occurred on their systems in May 2020 provided the hacker with access to the Arthritis Society's banking account number. Please be assured that because our bank account login, password and token were not accessed, our bank account was and is not vulnerable.

We have been reassured by Blackbaud that no donor credit card or donor banking information was accessed at any time.

As a valued donor to the Arthritis Society, there is no action you need to take at this time.

We are continuing to work with Blackbaud to ensure that the company is taking all steps to eliminate the risk of any further exposure. If you have any questions, please contact our Privacy Officer at [privacy@arthritis.ca](mailto:privacy@arthritis.ca).

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July 2020

On July 16, 2020, the Arthritis Society received notification of a security incident from Blackbaud, our third-party customer and donor management system provider. In May 2020, a cybercriminal accessed a subset of data from many Blackbaud clients world- wide for ransom from Blackbaud.

No credit card information, bank account information, usernames, passwords or social insurance numbers were accessed, as these are encrypted. The data did include name, address, phone number and donations.

Based on their research, Blackbaud and law enforcement officials believe that no data went beyond the cybercriminal. Nonetheless, they have hired a third-party team of experts to monitor the dark web as an extra precautionary measure. The Arthritis Society is working closely with Blackbaud to mitigate any further risk of exposure and will continue to deploy security-monitoring technologies aimed at malicious attempts to access Arthritis Society information.

As a donor or customer of the Arthritis Society, there is no action you need to take at this time. However, if you have questions concerning this unauthorized access of data, you are invited to contact the Arthritis Society Privacy Officer at [privacy@arthritis.ca](mailto:privacy@arthritis.ca).

We very much regret any concern this data breach by Blackbaud may have caused. Please be assured we take data protection very seriously and we are grateful for our community's continued support and engagement.