



VENTURA COLLEGE FOUNDATION

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Helen Yunker[†]

[†]Deceased

July 23, 2020

Primary Addressee
Address Line 1
Address Line 2
City, State Zip

NOTICE OF DATA BREACH

Dear Primary Salutation,

I am writing to inform you about a situation that may have exposed some of your personal information that is stored in the Ventura College Foundation's database. Please believe me when I say that I am heartsick that I must inform you of this news, especially while we are all navigating through the COVID-19 pandemic.

The protection of your information is taken very seriously by the VC Foundation. Please know that **this data breach wasn't the result of the VC Foundation's carelessness or neglect**, but rather a cyber attack on our database vendor. As soon as we were alerted on July 16, 2020, our staff started taking action to learn more about this cyber attack so we could knowledgeably inform and explain the circumstances, the steps that have been taken in response, and the resources that are available to you.

What Happened?

On July 16, 2020, the Ventura College Foundation was informed by **Blackbaud** (one of the world's largest providers of financial and fundraising technology to nonprofits), that it was hacked and data from its clients throughout the world, including the VC Foundation, was held for ransom by cybercriminals. This was a very sophisticated ransomware attack that included database and donor management system back-up files for our Blackbaud Raisers Edge/NXT, beginning on February 7, 2020, and could have been in there intermittently until May 20, 2020.

What Information Was Involved?

In May 2020, Blackbaud discovered and stopped this **ransomware attack**. According to Blackbaud, the criminals **did not have access** to encrypted credit card information, bank account information, usernames, passwords, or Social Security numbers stored in client databases.

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YOUR
DREAMS.
OUR
MISSION.

However, **Blackbaud did determine that the compromised information may have contained the following:**

- Contact information (Name, mailing address, phone, and email addresses)
- Contact demographical information (Age, gender, birthday, relationship to the VC Foundation and/or Ventura College)
- History of a donor's relationship with the VC Foundation including donation dates and amounts

Blackbaud paid an undisclosed ransom to the criminals after evidence showed that the stolen data had been destroyed. Blackbaud says the results of its research and that of forensics experts and law enforcement (the F.B.I.) indicate that it is highly unlikely that the stolen information was ever released, misused, or will be disseminated or otherwise made available publicly. Blackbaud and independent agencies are continuing to monitor the situation.

What We Are Doing?

Upon learning of this cyberattack, the VC Foundation immediately alerted the members of our Board of Directors, Ventura College's Executive Leadership and I.T. Services Department, and the Ventura County Community College District's Campus Police Department.

Additionally, the VC Foundation is in the process of contacting all database and donor constituents via electronic or mail notification so you can take immediate action to protect yourself. Per California law (California Civil Codes s. 1798.29(a) [agency] and California Civ. Code s. 1798.82(a) [person or business].), this Notice of Data Breach, dated July 23, 2020, will be submitted electronically to the State of California Department of Justice, Attorney General's office and in accordance to the notification laws in other US states as applicable.

The security of our database and donor management system is of the utmost importance to us. We selected Blackbaud's Raisers Edge/NXT to store and manage our Foundation's databases because of its **reputation as one of the world's leading providers of nonprofit financial and fundraising technology.** Since Blackbaud is a publicly-traded company listed on the NASDAQ exchange (BLKB), with a market cap of \$2.7 billion on revenue of approximately \$908.2 million, it has the financial means to protect donor information.

Blackbaud has reassured its database customers that it has already implemented several changes that will protect our data and your information from any subsequent incidents. First, Blackbaud's teams were able to quickly identify the vulnerability associated with this incident, including the tactics used by the cybercriminal, and took swift action to fix it. From the information we received on July 16, 2020, Blackbaud has confirmed through testing by multiple third parties, including the appropriate platform vendors, that this fix withstands all known attack tactics.

What You Can Do.

As a best practice, **we recommend you remain vigilant** and promptly report any suspicious activity or suspected identity theft to us and the proper law enforcement authorities.

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Other Important Information.

Please note that the VC Foundation uses a third-party vendor (not associated with Blackbaud or its products) that encrypts credit card transactions that are processed via our website, text-to-give campaigns, and crowdfunding projects. **Any recent credit card information that you have shared with us or inputted on our giving page to process your generous donations was secure and not effected during this ransom cyberattack.**

For More Information.

While legally the State of California doesn't require that we inform our donors of this data breach because sensitive information such as credit card, social security numbers, driver's license numbers, and/or federally issued identifications was not involved, it is important to us that we keep you informed regarding a cyber breach of your donation records.

The Ventura College Foundation leadership and staff aspire daily to practice our profession's Code of Ethical Standards. As members of the Association of Fundraising Professionals' (AFP), we practice integrity, honesty, truthfulness, and adherence to the absolute obligation to safeguard the public trust. **As a valued donor, know that we value the privacy, freedom of choice, and interests of all.**

I sincerely regret any inconvenience or concern caused by this incident. Hopefully, your trust and support of the Foundation is reassured due to our prompt response and transparency. We at the VC Foundation are deeply disturbed by what has occurred and will work hard to further secure our systems and vet our partners' security protocols. **You are an important member of the Ventura College/Ventura College Foundation family and we believe "that all donors have the right to be assured that information about their donation is handled with respect and with confidentiality to the extent provided by the law," as stated in the AFP's Donor Bill of Rights.**

Please do not hesitate to contact me with additional questions at aking@vcccd.edu or 805-289-6503. Additionally, this information and any updates can be found on our website at VenturaCollegeFoundation.org/Blackbaud

Sincerely,



Anne Paul King
Executive Director

A DONOR BILL OF RIGHTS

DEVELOPED BY:



Association of Fundraising Professionals (AFP)



Association for Healthcare Philanthropy (AHP)



Council for Advancement and Support of Education (CASE)



Giving Institute: Leading Consultants to Non-Profits

PHILANTHROPY is based on voluntary action for the common good. It is a tradition of giving and sharing that is primary to the quality of life. To assure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the not-for-profit organizations and causes they are asked to support, we declare that all donors have these rights:

I

To be informed of the organization's mission, of the way the organization intends to use donated resources, and of its capacity to use donations effectively for their intended purposes.

II

To be informed of the identity of those serving on the organization's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.

III

To have access to the organization's most recent financial statements.

IV

To be assured their gifts will be used for the purposes for which they were given.

V

To receive appropriate acknowledgement and recognition.

VI

To be assured that information about their donations is handled with respect and with confidentiality to the extent provided by law.

VII

To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.

VIII

To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.

IX

To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.

X

To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

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CODE OF ETHICAL STANDARDS

ETHICAL STANDARDS (Adopted 1964; amended Oct 2014)

The Association of Fundraising Professionals believes that ethical behavior fosters the development and growth of fundraising professionals and the fundraising profession and enhances philanthropy and volunteerism. AFP Members recognize their responsibility to ethically generate or support ethical generation of philanthropic support. Violation of the standards may subject the member to disciplinary sanctions as provided in the AFP Ethics Enforcement Procedures. AFP members, both individual and business, agree to abide (and ensure, to the best of their ability, that all members of their staff abide) by the AFP standards.

PUBLIC TRUST, TRANSPARENCY & CONFLICTS OF INTEREST

Members shall:

- 1 not engage in activities that harm the members' organizations, clients or profession or knowingly bring the profession into disrepute.
- 2 not engage in activities that conflict with their fiduciary, ethical and legal obligations to their organizations, clients or profession.
- 3 effectively disclose all potential and actual conflicts of interest; such disclosure does not preclude or imply ethical impropriety.
- 4 not exploit any relationship with a donor, prospect, volunteer, client or employee for the benefit of the members or the members' organizations.
- 5 comply with all applicable local, state, provincial and federal civil and criminal laws.
- 6 recognize their individual boundaries of professional competence.
- 7 present and supply products and/or services honestly and without misrepresentation.
- 8 establish the nature and purpose of any contractual relationship at the outset and be responsive and available to parties before, during and after any sale of materials and/or services.
- 9 never knowingly infringe the intellectual property rights of other parties.
- 10 protect the confidentiality of all privileged information relating to the provider/client relationships.
- 11 never disparage competitors untruthfully.

SOLICITATION & STEWARDSHIP OF PHILANTHROPIC FUNDS

Members shall:

- 12 ensure that all solicitation and communication materials are accurate and correctly reflect their organization's mission and use of solicited funds.
- 13 ensure that donors receive informed, accurate and ethical advice about the value and tax implications of contributions.

- 14 ensure that contributions are used in accordance with donors' intentions.
- 15 ensure proper stewardship of all revenue sources, including timely reports on the use and management of such funds.
- 16 obtain explicit consent by donors before altering the conditions of financial transactions.

TREATMENT OF CONFIDENTIAL & PROPRIETARY INFORMATION

Members shall:

- 17 not disclose privileged or confidential information to unauthorized parties.
- 18 adhere to the principle that all donor and prospect information created by, or on behalf of, an organization or a client is the property of that organization or client.
- 19 give donors and clients the opportunity to have their names removed from lists that are sold to, rented to or exchanged with other organizations.
- 20 when stating fundraising results, use accurate and consistent accounting methods that conform to the relevant guidelines adopted by the appropriate authority.

COMPENSATION, BONUSES & FINDER'S FEES

Members shall:

- 21 not accept compensation or enter into a contract that is based on a percentage of contributions; nor shall members accept finder's fees or contingent fees.
- 22 be permitted to accept performance-based compensation, such as bonuses, only if such bonuses are in accord with prevailing practices within the members' own organizations and are not based on a percentage of contributions.
- 23 neither offer nor accept payments or special considerations for the purpose of influencing the selection of products or services.
- 24 not pay finder's fees, commissions or percentage compensation based on contributions.
- 25 meet the legal requirements for the disbursement of funds if they receive funds on behalf of a donor or client.