



**ACADEMY OF ART  
ART MUSEUM  
CENTER FOR COLLECTIONS AND RESEARCH  
HOUSE & GARDENS  
INSTITUTE OF SCIENCE  
SCHOOLS  
HORIZONS-UPWARD BOUND**

## **Blackbaud Data Incident FAQ**

### **What happened?**

Cranbrook Educational Community was notified on July 17, 2020 by Blackbaud, Inc. of a security incident. At this time, we understand they discovered and stopped a ransomware attack in May of 2020.

After discovering the attack, Blackbaud's cyber security team—together with independent forensics experts and law enforcement—successfully prevented the cybercriminal from blocking their system access and fully encrypting files; and ultimately expelled them from their system.

Prior to locking the cybercriminal out, the cybercriminal removed a copy of Cranbrook's backup file containing personal information about our constituents. (Please see below for additional information.) With the protection of customers' data as their top priority, Blackbaud met the cybercriminal's ransom with confirmation that the copy they removed had been destroyed.

Based on the nature of the incident, their research, and third party (including law enforcement) investigation, Blackbaud does not believe that any data went beyond the cybercriminal, was or will be misused, or will be disseminated or otherwise made available publicly.

### **What steps has Cranbrook taken?**

Cranbrook contacted Blackbaud to assess the scope of the incident and determined data access was limited to publicly available information. Blackbaud has ensured us that they have taken steps to enhance their security. Cranbrook notified constituents who may have been impacted. We will continue to work with these constituents on next steps.

### **What information was involved?**

It is important to note that Cranbrook Educational Community does not retain credit card information, bank account information, or social security numbers. As such, Blackbaud

determined that the file removed may have contained Cranbrook constituent contact information, demographic information, and a history of their relationship with our organization.

### **What Blackbaud system was accessed?**

ResearchPoint (RP), a database solution for conducting donor research, powered by a search of sources of public data via Dun & Bradstreet, Experian, Federal Election Commission, Guidestar, Larkspur Data, Marquis Who's Who, NOZA, and Thomson Reuters.

### **What can you do?**

As a best practice, continue to follow the Federal Trade Commission's recommendations on [How to Keep Your Personal Information Secure](#). If you think someone is using your personal information to open accounts, file taxes, or make purchases, visit [IdentityTheft.gov](#) to report and recover from identity theft.

### **Additional Information**

For more information and to read the official response from Blackbaud, please visit <https://www.blackbaud.com/securityincident>.

For additional questions please contact Sarah O'Brien at [reconversion@cranbrook.edu](mailto:reconversion@cranbrook.edu).