



DIOCESE OF CHARLOTTE

Communications Office

National vendor's data security incident includes some Diocese of Charlotte information

The Diocese of Charlotte uses a third-party company, Blackbaud, Inc., to host a database of donors to some of our programs and related entities. Blackbaud is an industry leading, international provider of fundraising software for charitable and nonprofit organizations. The company recently notified the Diocese that it had experienced a data security breach that included our donor database, which contained limited personal information about our donors. **The Diocese is committed to the security and privacy of our donors' information and that of all our constituents, and by policy does not keep or maintain any sensitive personal information, such as credit or debit card numbers or bank account information.** Nonetheless, as part of our ongoing commitment to transparency and accountability, we want to let you know what happened and what the diocese is doing in response.

On July 16, 2020, Blackbaud informed the Diocese and thousands of other affected organizations that it had detected and contained a ransomware attack in May 2020. Before the attacker was locked out, the individual(s) removed a copy of the affected organizations' backup files that included our database containing the names and addresses of donors, contact information and giving history.

Blackbaud reports that it worked with federal law enforcement, forensic investigators and other data privacy specialists in its response to the security breach, and that it agreed to pay the ransom with confirmation that the stolen data was destroyed. The company also hired a team of experts to monitor the web as an additional precaution.

Once we were notified, the Diocese immediately investigated and is continuing to work with Blackbaud and others to learn more about the incident and what additional precautions Blackbaud is taking to prevent future attacks. We have no reason to believe our donors' information was misused or made available publicly. While we do not believe there is a need for action by donors, this serves as a reminder for everyone to remain vigilant in this increasingly technology-dependent environment and promptly report any suspicious activity or suspected identity theft to law enforcement. For information on avoiding identity theft, visit www.ftc.gov/idtheft.

Please be assured of our continued vigilance and commitment to protecting our donors' personal data, and of our gratitude for your support of the work of the Church in western North Carolina. Do not hesitate to contact diocesan Development Director Jim Kelley should you have additional questions: (704) 608-0359 or jjkelley@charlottediocese.org.

About the Diocese of Charlotte

The Diocese of Charlotte encompasses 92 parishes and missions in the 46 counties of western North Carolina, with an estimated Catholic population of more than 400,000. The diocesan website is www.charlottediocese.org.

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