



MedStar Health Addresses the Blackbaud Security Incident

MedStar Health is committed to protecting the security and privacy of our donors and prospective donors, and all the individuals who support our fundraising efforts. Regrettably, we learned of an incident that occurred at one of our vendors, Blackbaud, Inc. (“Blackbaud”), that may have involved some limited information related to our fundraising.

Blackbaud is a world-wide vendor that provides non-profit organizations with cloud-based and data solution services related to donor and fundraising activities. On July 16, 2020, Blackbaud informed us about an incident where an unauthorized individual had gained access to Blackbaud’s systems between February 7 and May 20, 2020. Blackbaud advised us that the unauthorized individual may have acquired a backup of the database that manages our donor information.

Importantly, the incident affected the Blackbaud database only and did not involve any information systems or electronic health records at MedStar Health.

Blackbaud has assured us that it has resolved the issue that allowed the incident to happen, is enhancing its security controls and is taking measures to prevent incidents like this in the future. According to Blackbaud, there is no evidence to suggest that any data will be misused, disseminated, or otherwise made public and it has hired third-party experts to continue monitoring for any such activity. Nevertheless, out of an abundance of caution, we want to make you aware of this incident.

MedStar Health has taken steps to understand the extent of the incident and the data involved, which included reviewing the information stored in the backup database to analyze what it contained. Based on our review, we determined that some donor information may have been contained in the Blackbaud database involved in the incident, including demographic information and giving history. Importantly, this incident did not involve any Social Security numbers or bank account information, and any credit card information was encrypted and therefore was not affected.

We are posting notification of this incident because we take privacy and security very seriously. To help prevent something like this from happening again, MedStar Health is evaluating how data is stored and protected by our vendors in order to enhance the privacy and security of personal information.

We regret any concern or inconvenience caused by this incident. If you have any further questions, please contact us at philanthropy@medstar.net.

For more information on this security incident, Blackbaud has released this statement that includes details outlining its security practices: <https://www.blackbaud.com/securityincident>.