



**Chilliwack
Community
Services**

SHARE • GROW • BELONG

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Notice of Third Party Data Breach

Recently, one of our computer software providers, **Blackbaud Inc.**, informed us of an isolated data breach impacting its clients around the world, including Chilliwack Community Services. Although the event did not occur at CCS, out of an abundance of caution, we wanted to make sure that this information was communicated to our valued donors.

At CCS, we immediately engaged cybersecurity experts to help us analyze the event. Based on their investigation and information communicated to us by Blackbaud, **no credit card numbers, credit card expiry dates, credit card security codes, or banking information were affected.** At this time, we have no reason to believe that the data was misused, or shared with or accessed by any unauthorized persons beyond this single event. This was an isolated incident that did not affect any of CCS's own computer systems.

At Chilliwack Community Services, protecting the privacy of your data is our top priority. We are working with experts to assess this situation and continue to further strengthen our data protection measures. We have terminated our agreements with Blackbaud and now store all donor information on an in house, secured database.

Although we do not believe that there is a serious risk of harm or misuse of your information, we remind you to remain vigilant against online attacks. Remember that CCS will never request by email your credit card or other financial information. If you notice suspicious activity, you should report it to the appropriate authorities and organizations.

The measures CCS has taken regarding notice of breach:

- Termination of services with Blackbaud Inc.
- Creation of a more secure system ensuring data security on organizational server.

We very much regret this incident and understand that you may have concerns. If you have any questions, please contact **Diane Janzen** janzend@comserv.bc.ca or 604-792-4267

