



## Notification

RE: Accessing of Non-confidential Information

On October 5, 2020, we were notified by our former third-party service provider, Blackbaud, of a security incident. After discovering the attempted attack, Blackbaud's cybersecurity team—together with independent forensics experts and law enforcement—successfully prevented the cybercriminal from blocking their system access and fully encrypting files; ultimately, expelling them from their system. Prior to locking the cybercriminal out, the cybercriminal removed a copy of our backup file containing your personal information.

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

It's important to note that the cybercriminal **did not access any credit card or banking information because it was never entered into our database**. However, we have determined that the file removed may have contained:

- Names
- Mailing addresses
- Email addresses (if provided)
- Scholarship awarded amounts and dates awarded

The database did NOT include:

- Social Insurance Numbers
- Banking or credit card information

For more information on Blackbaud's response to the breach, please visit

<https://www.blackbaud.com/securityincident>

### **What are we doing?**

The privacy of our students, employees, donors and all the partners we work with is of utmost importance to Thames Valley. Since learning of the breach, we have taken the following steps to protect our community:

- We are notifying affected parties where possible and posting information on our website;
- We have informed the Information and Privacy Commissioner and will continue to work closely with their office;
- We are working closely with Blackbaud to ensure we now have all information pertaining to the breach; and,
- We terminated our relationship with Blackbaud in January 2020 and continue to work with our new and current database provider to ensure strict cyber security protocols are followed.

### **Additional Information**

We sincerely apologize for this incident and regret any inconvenience this may cause. We would also like to remind our community that we will never ask for sensitive data via email. Please contact the Foundation with questions or concerns regarding this matter at 519-452-2000 ext. 20202 or [tveinfo@tvdsb.ca](mailto:tveinfo@tvdsb.ca).