



Return Mail Processing
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Claysburg, PA 16625-0589

September 4, 2020

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Dear Sample A Sample:

We at NorthShore University HealthSystem (NorthShore) take very seriously your privacy and our role in safeguarding your protected health information (PHI). I am writing to you with important information about a recent breach of your PHI. As described in more detail below, we believe there is low risk of harm to you based on the type of information involved.

On July 22, 2020, NorthShore learned of the breach from a company named Blackbaud who provides software services to 35,000 nonprofit fundraising entities worldwide, including NorthShore Foundation. Blackbaud indicated the incident involved a “ransomware” attack on its systems between February 7 and May 20, 2020, during which time unauthorized individuals accessed and extracted some of Blackbaud’s client files, including NorthShore’s. These individuals attacked Blackbaud in exchange for financial gain.

NorthShore promptly reviewed investigation reports to mitigate any effects. **Importantly, Blackbaud has confirmed that no credit card, bank account information, social security numbers, or user login credentials and passwords were compromised or accessed.** However, we have determined that some of your PHI was breached, possibly including your: full name, date of birth, contact information (address, phone number, e-mail address), admission and discharge date(s), NorthShore location(s) of services, and physician name(s) and specialties. Since this breach did not occur on any of our systems, **your NorthShore medical record was not accessed** and the information involved did not include specific medical conditions, diagnoses and/or medications.

We understand Blackbaud has taken action to mitigate the breach, including notifying appropriate law enforcement, successfully locking out the unauthorized users from Blackbaud’s system, paying a financial demand in exchange for confirmation that the extracted files were destroyed, and hiring a monitoring service to ensure there is no future use of the data breached. Blackbaud has also heightened its security efforts to protect against future ransomware attacks.

We have conducted an internal review of information received from Blackbaud and believe there is a low risk of harm to affected individuals, because no social security or financial information was accessed. As such, there are no specific actions we believe you need to take as a result of this incident. We are providing this notice to ensure you are informed of the incident and remind you to regularly monitor your personal accounts for any unusual or suspicious activity.

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NorthShore is committed to protecting our patients' personal health and financial information. If you have questions or concerns, please contact (866) 271-3084. Be prepared to provide engagement number DB22094. We continue to work with Blackbaud to support their enhanced security. We deeply value your relationship and sincerely apologize for this incident.

Sincerely,

A handwritten signature in black ink, appearing to read 'Murray Ancell', with a large, stylized loop at the end.

Murray Ancell, CFRE
Executive Director
NorthShore University HealthSystem Foundation