

# PRIVACY POLICY UPDATE & NOTICE OF BLACKBAUD INCIDENT

As a Trickle Up supporter, you put your trust in us – to protect the privacy of the information you share when you make a contribution to Trickle Up and/or provide your email or postal address so that we can periodically inform you about our work. We follow industry-standard protocols for protecting your information, and our full privacy policy is a permanent feature on Trickle Up’s website.

This note is to summarize our privacy-protection practices and advise you of a recent breach at Blackbaud, a third-party technology vendor used by Trickle Up.

## How we protect your data

As part of Trickle Up’s commitment to ensuring the privacy of your information, we follow these basic procedures to protect your information from loss, misuse, or alteration:

- **Access:** Donor information is only accessed by a few Trickle Up employees on a need-to-know basis; it is not publicly accessible. We have put in place physical, electronic, and administrative procedures to safeguard and secure the information we collect in order to prevent unauthorized access, maintain data accuracy, and ensure the correct use of information.
- **Collection & retention of data:** Sensitive data, such as credit card numbers, are encrypted using SSL and other industry-standard measures to provide an additional level of security. We collect this information to process gifts and destroy it immediately after a gift is processed through our bank or credit card processor. We do not save credit card information in our database or on our servers. We do save address, email, and other contact information, which is generally considered publicly available and typically not covered by government privacy protection regulations. We do not collect or store other personally identifiable information, such as social security numbers, license numbers, or dates of birth.
- **Sharing of data:** We do not sell or exchange names, phone numbers, email addresses, physical addresses, or any other personally identifiable subscriber or donor information, whether collected online or offline, with any third party. We do not send donor mailings on behalf of other organizations.

## Blackbaud incident

In May 2020, a ransomware attack occurred at Blackbaud, the technology firm used by tens of thousands of nonprofits to manage donor information. The apparent intent of the attackers

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was to lock Blackbaud out of its data unless a ransom was paid. Blackbaud paid the ransom and has taken steps to increase the security of its systems.

Trickle Up donor and supporter information was housed within the part of Blackbaud's network that was affected. This information included names, addresses, email addresses (in some cases), and giving history. It did not include credit card information or social security numbers. As noted above, Trickle Up destroys credit card information and does not collect social security numbers, birth dates, or other personally identifiable information. According to Blackbaud: "Based on the nature of the incident, our research, and third party (including law enforcement) investigation, we have no reason to believe that any data went beyond the cybercriminal; was or will be misused; or will be disseminated or otherwise made available publicly."

Based on Blackbaud's statements, we do not believe that your information is at risk of misuse. More information about this incident, including the measures and steps Blackbaud has taken to address it, is available at: [www.blackbaud.com/securityincident](http://www.blackbaud.com/securityincident).

Prompted by the Blackbaud incident, and following best practices for protecting data privacy, we are reviewing our data privacy policies and procedures, including consulting with security experts, our audit firm, and legal counsel. While we believe that our current practices are consistent with industry standards, we recognize that it is prudent to review them periodically as technology changes and as the threat of cyberattacks increase for all of us in our personal and professional lives.

Trickle Up's work helping women and families graduate out of extreme poverty is needed now more than ever, and we thank you for being an important part of our community. Please contact Trickle Up's VP of Development, Rhonda Zapatka, by emailing [info@trickleup.org](mailto:info@trickleup.org), noting "privacy policy" in your email, if you have any questions or suggestions.