



August 2020

Dear Sacramento State Community,

Sacramento State prides itself on being transparent and takes information security matters seriously. Keeping with our valued principle of transparency, we are writing to inform you, who are one of our trusted partners, about a situation that was recently brought to our attention.

On July 16, Sacramento State received notice from a third-party technology provider, Blackbaud, that hackers breached its network and unsuccessfully attempted to install ransomware to lock customers out of their data and servers. Blackbaud reported that after discovering the attempted attack in May, their cybersecurity team, in partnership with independent forensics experts and law enforcement, successfully stopped the sophisticated ransomware attack; however, the cybercriminal downloaded a subset of data but subsequently deleted it after Blackbaud paid for its deletion.

While Sacramento State has no way to independently verify what data related to the University was taken or that the stolen data was deleted, we can confirm that our contract with Blackbaud specifically excludes transmission of sensitive data such as Social Security numbers, government ID numbers, credit card data, etc. As no sensitive information or credit card data was shared with Blackbaud, no such data was subject to compromise.

Sacramento State was notified that specifically two areas of our data were part of the incident – ResearchPoint backup data and donorCentrics reports. We understand ResearchPoint backup data to contain publicly-available personal information, but not credit card data or sensitive information as no such information was shared with Blackbaud. We also understand that the copy of our donorCentrics reports that Blackbaud prepared for Sacramento State contained aggregate data about our fundraising efforts but no personal information.

Since receiving that notification, the California State University has been doing everything that it can to determine additional details of this security incident and Blackbaud's proposed remediation plans.

Blackbaud's full statement on the incident is available [here](#).

Sacramento State values our Hornet Family, and we assure you we are taking this matter very seriously. With assistance from the Chancellor's Office, we are doing everything we can to ensure that Blackbaud is making extreme improvements to protect our data from future attacks.

Sacramento State has created the following dedicated email address, which you may use to contact us should you have further questions: [BlackbaudQuestions@csus.edu](mailto:BlackbaudQuestions@csus.edu).

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