

## Schroeder, Chris N.

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**From:** -Info-Attorney General  
**Sent:** Wednesday, March 3, 2021 9:46 AM  
**To:** Schroeder, Chris N.  
**Subject:** FW: Blackbaud Security Breach  
**Attachments:** Important Update from Operation Homefront

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**From:** Scott Wood <Scott.Wood@OperationHomefront.org>  
**Sent:** Wednesday, March 3, 2021 9:42 AM  
**To:** -Info-Attorney General <ndag@nd.gov>  
**Subject:** Blackbaud Security Breach

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In July of 2020 we were notified by our donor database vendor, Blackbaud, that they had experienced a security breach in May. Our database includes 429 individuals with a preferred address in North Dakota. We notified each person either by email or mail with the same wording for both. I have attached a copy of the email for your reference.

The Operation Homefront donor data that was included in the breach includes:

- Name and address, Contact Information
- Relationships (spouse, company names)
- Gift History (amount, date, type of gift)

Please note that not every record may contain all this data.

Please let me know if you need anything further from us.

Thank you,  
Scott

Scott Wood  
Vice President, Individual Giving and Campaigns  
Operation Homefront  
Cell: 202-604-7315  
Office: 240-297-7209  
[www.OperationHomefront.org](http://www.OperationHomefront.org)

Donate to Operation Homefront through the Combined Federal Campaign (CFC) using code #12526

\*\*\*\*\* Email confidentiality notice \*\*\*\*\*

This message is private and confidential. If you have received this message in error, please notify us and remove it from your system.

**Schroeder, Chris N.**

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**From:** Donate <Donate@operationhomefront.org>  
**Sent:** Monday, August 3, 2020 5:04 PM  
**To:** Scott Wood  
**Subject:** Important Update from Operation Homefront



August 3, 2020

Dear Valued Supporter,

One of our core values at Operation Homefront is to do what's right. Our commitment to doing what's right requires me to relay that we were recently notified that we were one of many charities whose database was affected by a security breach at Blackbaud, the vendor that hosts our database of donor contact information.

Blackbaud informed us on July 16 that they had experienced a security breach in May that affected many of their nonprofit clients, to include Operation Homefront. While we were disappointed to learn about the breach, we were pleased to learn no social security numbers, financial data or credit card numbers were compromised as we use a different payment processor for donations as an added layer of security.

We reached out to Blackbaud on July 20 to get more information on why this breach occurred and have been frustrated with their response to date. Although they have assured us no sensitive information was taken in the breach, protecting the privacy of our donors is of utmost importance. To this end, we will continue to pursue a more detailed explanation and have insisted that they keep us apprised of their mitigation and remediation efforts.

[Read more about the incident here.](#) (Link will take you to a third party website, [blackbaud.com](https://blackbaud.com)).

We are doing everything in our power to protect your privacy and, more importantly, to live up to the trust you place in us as we continue to work together to support our military families in their time of need.

If you have any questions you may contact us at [compliance@operationhomefront.org](mailto:compliance@operationhomefront.org).

With gratitude,



John I. Pray, Jr.  
*President & Chief Executive Officer*  
*Brig. Gen. (ret.), USAF*



**Operation Homefront**

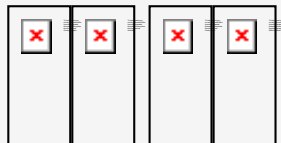
1355 Central Parkway S, Ste 100  
San Antonio, TX 78232



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