



St Teresa's
Hospice
Giving to life

Reg. Charity No: 518591



Registered with
**FUNDRAISING
REGULATOR**

NOTICE OF DATA BREACH

We have recently been informed about a data security incident that has affected one of our suppliers, Blackbaud, who host our supporter database. We have been informed the risk to individuals' data is very low, however we believe this incident may have included some of our supporters' information.

[Click here to read a statement from Blackbaud about the incident.](#)

Who are Blackbaud?

Blackbaud provide data and technology services to many educational and charitable organisations, including St Teresa's Hospice, and have done so for many years securely. Blackbaud have apologised to the organisations affected by this situation.

What data has been accessed?

The security incident affected NetCommunity Spark, which is where you have previously clicked to register or donate at our website. The incident resulted in details of some of our supporters being accessed. This data included names, addresses, email addresses and telephone numbers.

Blackbaud have informed us that, to the best of their knowledge, all of the details that were accessed by the cyber-criminal have now been destroyed and there is currently no evidence of the data being used.

All financial information held by Blackbaud is encrypted and they have given us their complete assurance that this has not been breached.

The breach affected a system that we stopped using in late 2019. Any information that you have given to us via our website since then has not been affected.

What risks are there as a result of my data being accessed?

Blackbaud have assured us that the risk to our supporters is low. We will continue to monitor the situation and will seek ongoing advice from Blackbaud.

We advise you to be wary of any unexpected communications and remain cautious with any suspicious emails, letters or phone calls.

If you receive a communication from St Teresa's Hospice that you are unsure about, or have any further questions about the issue, please contact enquiries@darlingtonhospice.org.uk or call the Hospice on 01325 254321.

Please rest assured that we take your data and privacy seriously. Thank you for your continued support for St Teresa's Hospice.