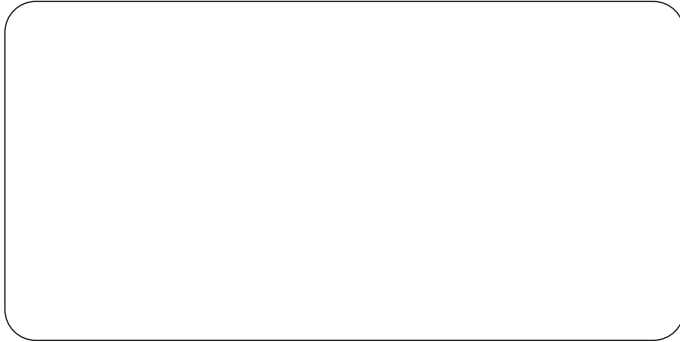


Members of Ness Botanic Gardens



DATE 2020

Dear XXXX,

The University of Liverpool takes its responsibilities regarding data security very seriously. We are therefore writing to inform you about a recent data security breach involving one of our suppliers during which a number of Higher Education institutions in the UK, including the University of Liverpool were affected.

Background

Ness Botanic Gardens forms part of the University of Liverpool. Blackbaud, a third-party supplier, provided an IT system used by the Friends of Ness Gardens to administer membership subscriptions at Ness Botanic Gardens, until March 2018. In March 2018, this system was replaced by a system called SCUBA, supplied by Delta Computer Services.

Details of the breach

On 16 July this year the University was contacted by Blackbaud, who confirmed they had been the victim of a ransomware attack, sometime between February and May this year during which a backup file containing personal information was stolen.

On 19 of August it was confirmed that a back-up of the Ness Botanic Garden's database was involved in the incident.



Membership Office, Ness Botanic Gardens,
Neston Road, Ness, Neston, Cheshire, CH64 4AY
Email: membership@liverpool.ac.uk Tel: **0151 795 6312**
www.liverpool.ac.uk/ness-gardens/support-us/

We have been assured by Blackbaud that their security experts have fully investigated the attack. Their investigation confirmed that the only personal data affected was name and email address. Their investigation also concluded that the information stolen was later deleted by the hacker.

Recommended action

Overall, given the type of information stolen and the evidence indicating it was later deleted, it is judged that the actual risk from this incident is very low. As with all events of this nature, however, we do recommend that you change your email password as soon as possible.

If you have any questions in relation to this letter, please contact me directly via email ZChapman@liverpool.ac.uk. We will also keep you updated via the University of Liverpool's website here: <https://alumni.liv.ac.uk/news/data-breach/>

Details of the University's Data Protection Policy and contact details for the University's Data Protection Officer can be found on our website: https://www.liverpool.ac.uk/legal/data_protection/

We very much regret the concern or inconvenience caused as a result of this breach, which we recognise may be concerning. Please be assured that we take the data security and online safety of our Members very seriously and we have worked hard to ensure that this incident is contained, reported and managed by the University. Thank you for your continued understanding and support.

Yours Sincerely,

A handwritten signature in black ink that reads "Zoë Chapman". The signature is written in a cursive, flowing style.

Zoë Chapman

Business Manager, Ness Botanic Gardens