Blood Systems

6210 E. Oak Street / P.O. Box 1867 / Scottsdale, AZ 85252-1867
(480) 946-4201 FAX (480) 675-5767

Sept. 20, 2018

«AddressBlock»

Re: Notice of Data Breach

«GreetingLine»

Recently, a small number of blood donor profiles were subject to unauthorized access on our donor portal website. You are receiving this notification because your profile is among the donors subject to unauthorized access.

Please be assured that personal information such as **infectious disease testing results is not stored in the donor portal or your donor profile, and we do not collect or store Social Security numbers or financial information from donors** in our donor portal.

What Happened
On Sept. 4, 2018, we detected unusual activity related to donor profiles within our eDonor donor portal. A prompt investigation with our software vendor, Haemonetics Software Solutions, revealed that between Aug. 29 and Sept. 2, 2018, a small number of blood donor profiles were subject to unauthorized access on our donor portal website: «DonorURL». In some of the donor accounts, donor loyalty program points were fraudulently used to order or attempt to order gift cards in our Hero Rewards Store. In an abundance of caution, we disabled donor portal login capability for all donors between Sept. 4 and 7 while we investigated the activity and established a corrective action plan. On Sept. 7 and Sept. 14, we notified donors by email that their passwords were reset with additional password security measures. Finally, for the few accounts for which donor points were inappropriately used, all earned loyalty points were promptly restored.

What Information Was Involved
The information we store in your donor profile includes your name, date of birth, blood type, donor ID number, gender, address, phone numbers (home, work and/or mobile) and email address. The profile may also contain:
- Pending and past appointment information (date, time and location)
- Donation information, such as donation date, location and donation type (for example, whole blood, platelets or plasma)
- Wellness information (blood pressure, pulse, cholesterol results, hemoglobin level, temperature, height, weight and body mass index)
- Loyalty program points you may have earned and redeemed
- NO SOCIAL SECURITY NUMBERS OR FINANCIAL ACCOUNT RECORDS ARE INCLUDED IN DONOR PROFILES.

What We Are Doing
Our IT team is working closely with our donor portal software vendor, Haemonetics Software Solutions, to thoroughly investigate this security incident, and to ensure that appropriate security measures are in place to safeguard your information and minimize the risk of unauthorized access. As described above, we took the donor portal offline for several days to investigate, reset donors' passwords, and upgraded the security measures for the passwords. We continue to closely monitor our donor portal and computer systems, and we are committed to working with our software vendor to make sure we meet or exceed the best practices in our industry for the security of our donors' information.

What You Can Do
The best thing you can do is change your password, if you haven't already. We have enclosed tips for creating a strong password and how to do it. If you need assistance with resetting your password, please call 877-827-4376.

For More Information
Please contact our Privacy Officer:
Vince Ochotorena
(602) 414-3819
PrivacyOfficer@bloodsystems.org

Please reach out to us with any questions. And, thank you for supporting your community blood program by being a blood donor.

Sincerely,

Dirk Johnson
Executive Vice President
Blood Services Operations

Enclosed: Tips for creating a strong password / Resetting your password