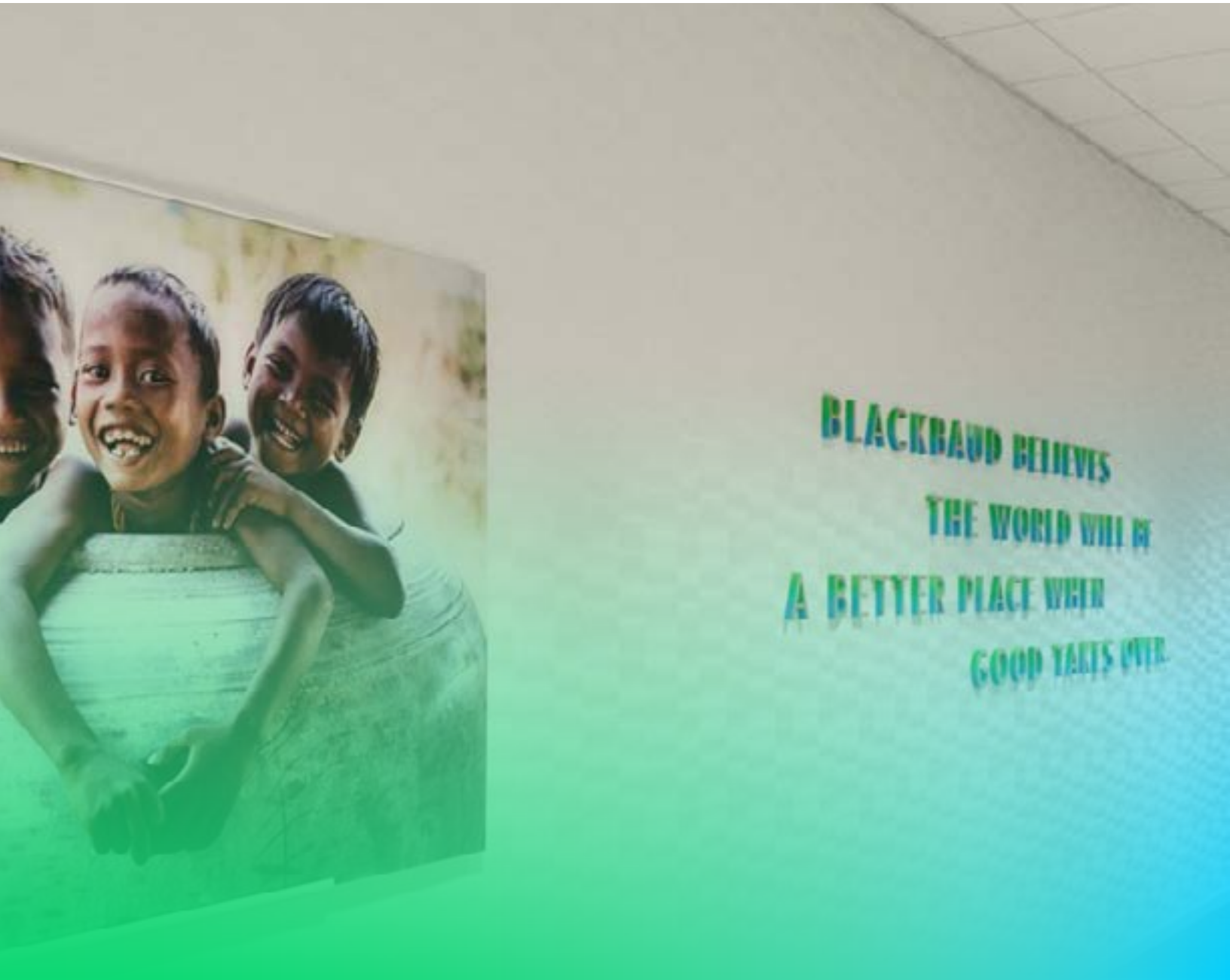
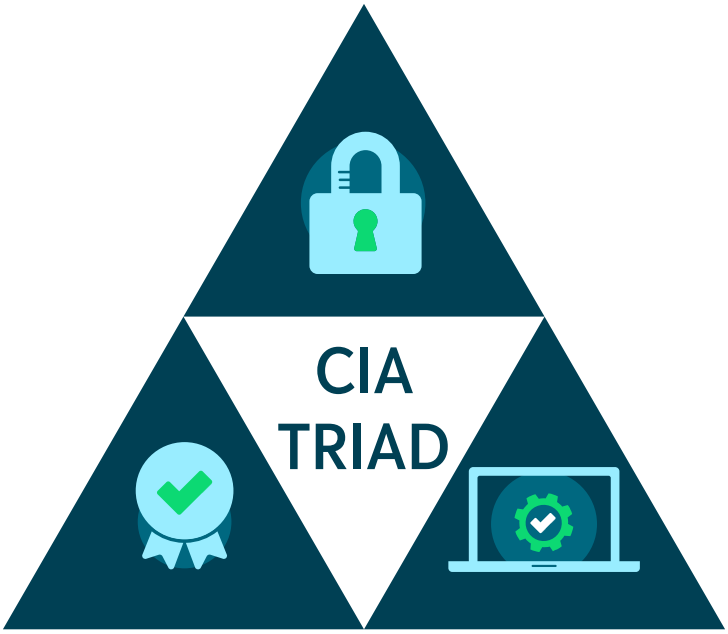
Blackbaud Cyber Security Overview



Our Information Security team leverages the industry standard Confidentiality, Integrity, Availability Triad Model (CIA) in conjunction with industry control frameworks, such as the National Institute of Standards and Technology Cybersecurity Framework (NIST CSF), Payment Card Industry Data Security Standard (PCI DSS), Cloud Security Alliance Cloud Controls Matrix (CCM), Association of International Certified Public Accountants (AICPA) Trust Service Criteria via Service Organization Control Type 2 (SOC 2), and others to protect our solutions.



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Transparency

Blackbaud provides audit reports by request to our subscription customers, their auditors, and our prospective customers, including SOC 2 type 2,

SOC 1 type 1, and bridge letters for both SOC 1 and 2 reports, where applicable*.

Blackbaud provides PA-DSS and PCI-DSS attestations of compliance to Blackbaud Internet Services and Blackbaud Payment Solutions*.

Blackbaud is a Trusted Cloud Provider with the Cloud Security Alliance and leverages their Consensus Assessments Initiative Questionnaire (CAIQ) assessments to provide transparency regarding the adherence of our products to the Cloud Security Alliance (CSA) Cloud Controls Matrix. These assessments are made available via the Cloud Security Alliance.*

Security

INFRASTRUCTURE SECURITY

Our security, privacy, and risk-management teams work every day to ensure the safety of your data by adhering to industry standard practices, conducting ongoing risk assessments, aggressively testing the security of our products, and continually assessing our infrastructure.

As such, our promise to you is that your Blackbaud solution is always secure, protected, and reliable through:

- Robust and continuous Cloud Account/Subscription Governance and control monitoring
- Clear security requirements and reporting on data protection, encryption, and monitoring
- Routine vulnerability assessments and Distributed Denial-of-Service (DDoS) auto-mitigation response.
- Active participation in CyberSecurity thought leadership:
    - Blackbaud Security is a member of the Financial Services Information Sharing and Analysis Center (FS-ISAC), a thought leadership and information sharing community for collaboration on critical security threats facing the global financial services sector.
    - Blackbaud partners with the Information Sharing and Analysis Center for Nongovernmental Organizations (NGO-ISAC) to participate in collaboration regarding US-Based nonprofit/ nongovernmental organizations under attack from sophisticated threat actors.
- Partnership with Microsoft and Azure
    - Blackbaud engages in an Azure-first model and partners consistently with Microsoft. This provides us access to industry threat intelligence and early previews regarding upcoming Azure feature capabilities and security releases.
- Partnerships with other cloud providers and independent third parties for reviews

Blackbaud also leverages tactical Cyber Security strategies for safeguarding our environments and data by utilizing the defense in depth techniques and layered security, including:

- Data Protection
- Application Security
- Cloud Security
- Host Based Security
- Internal Network Security Measures
- Perimeter Security
- Physical Security
- Policies/ Procedures/ Awareness
- Blackbaud's Cloud Security includes rigorous standards across physical, application, and personnel security

Blackbaud uses software for internal out of the box monitoring with customized management packs that monitor within the application layer from the inside out to include an early warning detection system that allow us the time to investigate and respond to an issue before it becomes an impactful event.

**compliance certifications and assessments may vary by product*

PHYSICAL SECURITY

Blackbaud enforces strict physical datacenter security based on best practices and industry audit guidelines:

- All building entrances, the datacenter floor, and secure areas require card key access. The datacenter floor and secure areas also require two factor biometric authentication (finger prints and iris scan).
- Active patrol guards are onsite to monitor the interior and exterior of our facilities 24 hours a day, 365 days a year.
- Security cameras cover all entrances, alternate workspaces, and the datacenter floor.

APPLICATION SECURITY

Blackbaud ensures the security of our applications through:

- Constant education and partnership with Blackbaud's development community using robust and varied training programs
- Weekly vulnerability scans
- Continually empowering our developers with security tools to leverage early in the security Software Development Life Cycle (SDLC) processes
- The Open Web Application Security Project (OWASP) Top 10 training for Blackbaud developers.

DATA PROTECTION

Blackbaud ensures the sanctity of our and our customers' data applications through:

- Encryption
    - Blackbaud uses various strong encryption mechanisms across our environments and products, including Transport Layer Security (TLS) – TLS 1.2, Advanced Encryption Standard (AES) – AES 256, Rivest-Shamir-Adleman (RSA) – RSA 1024 and other Federal Information Processing Standard (FIPS) – FIPS 140-2 encryption algorithms.
- Authentication
    - Through Blackbaud ID, we support multi-factor authentication (MFA) and modern identity providers (IdP) such as Microsoft Azure Active Directory, Okta, and Security Assertion Markup Language (SAML) providers such as Google G-Suite so you can control your end-user login experience*.

SECURITY AWARENESS

Blackbaud employees are all engaged in on-going Security Awareness and rigorous training campaigns to ensure they are empowered to protect both Blackbaud's and our customers' data. All employees are provided continual phishing simulation testing to increase their awareness of cyber security social engineering and phishing techniques.

The Blackbaud Security team additionally partakes in global communities and conference platforms—such as bbcon, Women in Cybersecurity (WiCyS) and local security conferences—to share information and present on industry best practices to improve the community's security awareness posture.

TESTING

The Blackbaud Security team prioritizes routine testing to identify and remediate vulnerabilities and risks by leveraging:

- Dedicated Red Team
- Routine Penetration Testing
- Routine Code and Vulnerability Scanning
- Cloud Audits & Assessments
- Phishing Simulations

Privacy

Driving social good on a global scale—spanning the public, private, and social sectors—requires a detailed understanding of privacy standards. Blackbaud has dedicated legal counsel who continually evaluate upcoming and changing regulations as they relate

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to data privacy to ensure we are aligned to these regulations, as well as providing thought leadership for our customers on the operational impact of these regulations and compliance requirements.

Blackbaud is committed to providing products and services that enable customers to comply with the privacy laws applicable to them. We tirelessly track and interpret pending legislation to ensure that Blackbaud provides the features you need to protect the privacy of your constituents while managing data in a compliant way. As privacy legislation evolves, our products do too. Further, we will continue to work on ways to improve the user experience in the products, specifically as it relates to the capture, recording, and use of your supporters' consent. We ensure that (when applicable) our products and internal processes comply with and enable customers to comply with:

- General Data Protection Regulation (GDPR): A European Union regulation that establishes commercial standards for data protection and privacy for all individuals within European Union, the European Economic Area, and the United Kingdom
  - Learn more about Blackbaud's GDPR compliance
  - Blackbaud GDPR Product Documentation
- Health Insurance Portability and Accountability Act (HIPAA): A U.S. law that provides data privacy and security provisions for safeguarding Protected Health Information (PHI).
  - Blackbaud regularly performs assessments for our compliance with industry-standard data protection protocols such as HIPAA.
  - All Blackbaud products available to customers in the healthcare sector are assessed for compliance with HIPAA compliance on an annual basis. Additionally, these products are also reviewed to ensure customers can achieve and maintain their own HIPAA compliance obligations when performing fundraising and data management activities using Blackbaud solutions.
- California Consumer Privacy Act (CCPA): A U.S. law that enhances privacy rights and consumer protection for residents of California.
  - Blackbaud complies with the CCPA.
  - Please reach out to privacy@blackbaud.com for information on Blackbaud's compliance with the CCPA and how it might impact your organization.
- Global email laws, including Controlling the Assault of Non-Solicited Pornography and Marketing Act of 2003 (CAN-SPAM), Canada's Anti-Spam Legislation (CASL), and Privacy and Electronic Communications Regulations (PECR): Laws such as CAN-SPAM in the U.S., Canada's Anti-Spam Legislation, and the United Kingdom's Privacy and Electronic Communications Regulations govern the sending of electronic marketing messages.
  - Blackbaud solutions contain functionality enabling customers to collect, record, and use explicit consent to receive marketing emails in accordance with email laws.
  - Our email solutions allow customers to send email in line with legal requirements and best practices, such as unsubscribe functionality.

We understand regulatory requirements and constituent expectations around data privacy are a key priority for our customers as well. For more information about safeguarding your constituent data, reference the Blackbaud Institute's Privacy Toolkit.

Reliability

Blackbaud designs mission-critical cloud solutions exclusively for social good organizations.

Our commitment to reliability is backed by our industry-leading service level agreement of 99.9% availability—or you will be eligible for credits to your subscription.

Our cloud solutions are modern and innovative and allow your teams to be productive on any device at any time by leveraging Blackbaud SKY UX for natively mobile experiences.

We amplify continuity of service through extensive disaster recovery policies, regular offsite backups (performed nightly, weekly, or monthly), and redundant architecture.