

Blackbaud Data Trust



Data Trust

Blackbaud maintains protocols and standards to help protect Customer Data, meaning the data consisting of Customers' confidential information, including constituent data, contained in Blackbaud solutions. Customer Data doesn't include aggregated or anonymized data or data about a customer, like current or prospective customer contact information held in our internal customer management system. Blackbaud will only collect, process, and store Customer Data that is necessary to fulfill contractual obligations with customers. Blackbaud retains Customer Data throughout the full term of the contract for such solution.

Upon cancellation of a solution, Blackbaud maintains a standard process to remove Customer Data in accordance with industry standards. Typically, after a customer leaves Blackbaud entirely or cancels a particular solution, Customer Data with respect to that solution/s is decommissioned/removed from applicable infrastructure, and then associated backups of that Customer Data are retained (offsite) for 6-months before being automatically purged. In some instances, Customer Data will be maintained to comply with legal and regulatory obligations. Blackbaud may also keep Customer Data to assist with fraud monitoring, detection, and prevention activities and to comply with tax, accounting, and financial reporting obligations.

Additionally, Blackbaud is required to retain certain Customer Data through contractual commitments to financial partners, and where data retention is mandated by the payment method(s) utilized by the customer. In all cases where Customer Data is retained, it is done in accordance with any limitation periods and records retention obligations that are imposed by applicable law.

This white paper is for informational purposes only. Blackbaud makes no representations or warranties, expressed or implied, in this summary. The information contained in this document represents the current view of Blackbaud, Inc., on the items discussed as of the date of this publication.

About Blackbaud

Leading uniquely at the intersection point of technology and social good, Blackbaud connects and empowers organizations to increase their impact through cloud software, services, expertise, and data intelligence. We serve the entire social good community, which includes nonprofits, foundations, companies, education institutions, healthcare organizations, and the individual change agents who support them.

