



Data Breach Notification

St Benedict's Hospice provides free specialist palliative care to the Wearside community.

The charity's Trustee board have been informed that there has potentially been a breach of the charity's data and the board wanted to provide an update to their supporters.

We have been made aware that Beacon CRM, the specialist customer relationship management company, who supports St Benedict's Hospice Charity, along with some parts of the NHS and more than 1,000 other charities, has this week reported a breach.

'On 3 August 2026, Beacon informed us that an unauthorised person had gained access to its systems using compromised credentials',

'Copies of Beacon's database backups were made, and Beacon believes they were likely downloaded, although its investigation is continuing.

'Beacon has advised us that all information stored in our database, including uploaded files, could potentially have been affected.

Beacon has also informed us that the information the unauthorised person has accessed potentially includes names and contact details: email addresses, telephone numbers and postal addresses.

Information on the affected database also includes an individual's relationship with St Benedict's Hospice; whether they are a supporter, donor or volunteer; donation dates and amounts, Gift Aid information, payment-method descriptions and transaction references.

"We understand that this news may be concerning, and we want to reassure our supporters that our Beacon records do not contain bank account numbers, sort codes, card numbers or card security details. Those payment credentials are held separately and are not currently known to have been affected.

We are sorry that this breach has occurred.

However, there is currently no evidence that contacts' information has been published or misused, and the charity is not aware of any fraud or harm resulting from this incident.

We wish to advise our supporters that the information could potentially be used to make phishing emails, telephone calls or fraudulent requests appear more convincing.

Therefore, we ask you to be cautious about unexpected emails, telephone calls or messages referring to St Benedict's Hospice, Beacon, donations or Gift Aid', and 'do not provide passwords, bank details or security codes in response to an unexpected request'.



St Benedict's Hospice would never contact you unexpectedly to ask for a password, full payment-card details or an online banking security code. We also advise the charity's supporters to check the sender's address carefully before responding or opening a link, and to monitor their accounts for any suspected fraud.

The charity is now reviewing its security, access, data-retention and supplier-management arrangements.

In the spirit of honesty and transparency, we will keep you updated on this potential data breach and any concerns.

If, you have questions or believe you have received a suspicious message connected with this incident, please reply to this email or contact fundraising@stbenedicts.co.uk or call our fundraising team on 0191 5244180