Re: Verkada Security Breach

Juliana Del Beccaro <juliana@verkada.com>
Mon 3/15/2021 9:02 AM

To: David Rodriguez <drodriguez@kibesd.org>

Good morning David,

I hope you had a nice weekend. As part of our ongoing investigation, we have notified customers whose Verkada systems were accessed by the attackers. If you have not been contacted, we want to let you know that currently available evidence shows no access to your organization's image or video data by the attackers. It is important to note that our investigation remains ongoing and we have engaged a third party firm, Mandiant, to conduct their own investigation. If we discover that your organization's image or video was accessed, we will notify you promptly. I wanted to share an update that you may have seen was posted on our security feed late Friday.

Here is the full update from our CEO which I encourage reading but I also want to summarize some highlights: https://www.verkada.com/security-update/

What Verkada is doing today:

- REFOCUSING OUR ENGINEERS – redirecting our engineering team to make security, trust and privacy, their number one priority, effective immediately. We are also prioritizing the hiring of security engineers ahead of other technical roles.
- ENGINEERING SWAT TEAM – I am working with my senior team to identify a core group of engineers who can lead our work addressing any questions pertaining to privacy and security. I will meet weekly with this team, whose work will be directed by Kyle Randolph, Verkada CISO. Our goal is to work together to maintain and rebuild your trust, and to reinforce that our system is created to put and keep your data in your hands.

The Next 100 Days:

- ACCESS TRANSPARENCY – While we already have robust logging and audit capabilities, we will ensure that customers receive proactive notifications whenever their data is accessed by Verkada, including by our technical staff.
- GOVERNANCE PROGRAM – Establish strong checks and balances on our security program, including:
    - Security and Privacy Governance Committee including members of our executive team and CISO to review the progress on improving Verkada's security program
    - Establish a compliance program building on our history of independent audits and progress towards a SOC 2 examination and report
- REVIEWING OUR INTERNAL ACCESS MANAGEMENT – We will review our policies and procedures and identify new ways to strengthen our existing controls and add new levels of security, while identifying new ways to better practice the principle of least privilege, manage access privileges and to secure our system.

Please reach out with any questions at all,

Best,

On Wed, Mar 10, 2021 at 4:26 PM Juliana Del Beccaro <juliana@verkada.com> wrote:

> David,
>
> If you have not been contacted by our internal security team then no you were not one of these districts. We are continuing to investigate but it looks like only one district was targeted and they are not in Washington State. This is subject to change until we have fully completed the audit.
>
> I am happy to continue providing these updates.
>
> On Wed, Mar 10, 2021 at 2:44 PM David Rodriguez <drodriguez@kibesd.org> wrote:
>
> > Hello Juliana,
> >
> > Thank you so much for the updates. I had a quick question. I noticed in the notice that there was a breach that allowed the malicious actors to obtain video and image data from client organizations. Would you be able to tell me if the Kiona Benton City School District was one of these clients?
> >
> > We are continuing to investigate the incident, and we are contacting all affected customers. At this point, we have confirmed that the attackers obtained the following:
> >
> > - Video and image data from a limited number of cameras from a subset of client organizations
> >
> > Thank you
> >
> > **David Rodriguez**
> > Director of Information Technology
> > **Kiona-Benton City School District**
> > P: (509) 588-2198 C: (509) 727-6324
> > Drodriguez@Kibesd.org
> >
> > ---
> >
> > **From:** Juliana Del Beccaro <juliana@verkada.com>
> > **Sent:** Wednesday, March 10, 2021 2:39 PM
> > **To:** David Rodriguez <drodriguez@kibesd.org>
> > **Subject:** Re: Verkada Security Breach
> >
> > **CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.
> > Hi David,
> >
> > Below is our latest security update as well as an update from one of our customers involved, CloudFlare. It looks like there was a vulnerability with a server we use. From everything that we've seen so far there has been no compromise of customer login credentials or of Verkada's internal network, financial systems, or other business systems.

> We'll continue to provide updates as they become available. Please let me know if you have any questions.
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> https://www.verkada.com/security-update/
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> https://blog.cloudflare.com/about-the-march-8-9-2021-verkada-camera-hack/
>
> Thanks,
>
> On Wed, Mar 10, 2021 at 8:38 AM Juliana Del Beccaro <juliana@verkada.com> wrote:
>> Hi David,
>>
>> I just rang your line to discuss the security breach that was reported yesterday. I wanted to make sure, if you had any questions, I am available to address them. We currently have internal and external teams actively investigating the matter. We have isolated and closed the attack vector and are working to scope the extent of the breach.
>>
>> As of now we have no reason to believe you need to take cameras offline or that any further action is required. Once we have finished this investigation I will be sure to reach out with the results.
>>
>> In the meantime, please don't hesitate to reach out. We would be happy to have a call with your team and our leadership to cover any pressing issues.
>>
>> Best,
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>> --
>> Juliana Del Beccaro
>> Verkada | Washington
>> 925.457.4314
>> If this does not pertain to you please let me know here
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