

Dear all

RE: Cyber security incident – Beacon donation CRM system

Protecting your personal information is incredibly important to us, and we take our responsibility to look after it seriously.

We're writing to let you know about a recent cyber security incident involving Beacon CRM, the database system SCCCC uses to manage information about donors and supporters.

Beacon informed us about the incident on 3 August 2026. As a precaution, we are contacting individuals whose information may have been affected.

At this stage, there is no evidence that personal information connected with this incident has been published or misused, and we are not aware of any fraud or harm affecting SCCCC supporters as a result.

What happened?

Beacon identified unauthorised access to parts of its systems on 29 July 2026.

Beacon has since confirmed that an unauthorised third party was able to access and download copies of database backups. Beacon is continuing to investigate the incident and assess its potential impact, and has advised organisations using its platform that information held within Beacon may have been affected.

What information may be involved?

The information SCCCC holds about you in Beacon may include:

- Your name and contact details
- Your postal address, email address and telephone number
- Records of donations you have made
- Your communication preferences
- Records of your contact or involvement with SCCCC
- Gift Aid information, where applicable

Payment card details and online banking passwords **are not stored** within Beacon and have not been affected by this incident.

0114 250 5293 | mail@scccc.co.uk | www.scccc.co.uk

Unit 19, President Buildings, Savile Street East, Sheffield, S4 7UQ.

SCCCC is the trading name for Sheffield Churches Council for Community Care a Charitable Incorporated Organisation registered in England and Wales (1168077)



What action has been taken?

Beacon has:

- Secured and contained the affected systems
- Addressed the vulnerability believed to have contributed to the incident
- Reset relevant system credentials
- Introduced additional security monitoring
- Engaged external cyber security specialists
- Reported the incident to the Information Commissioner's Office and Action Fraud
- Continued to monitor for any evidence of misuse of information

SCCCC has reviewed the information we hold within Beacon and assessed the potential implications for our donors and supporters. We are continuing to work closely with Beacon and will keep the situation under review as further information becomes available.

What happens next?

You do not need to take any immediate action. However, as with any data security incident, we recommend remaining cautious about unexpected emails, telephone calls or text messages, particularly if they:

- Claim to be from SCCCC or another charity
- Refer to a donation you have made
- Ask for personal or financial information
- Request an urgent payment
- Ask you to click a link or open an attachment

SCCCC will never ask you to provide your password, PIN or full banking security information.

If you receive a communication that you are unsure about, please contact us directly using our usual contact details rather than replying to the message.

We are sorry that this has happened and understand that you may find this information concerning. We take our responsibility for protecting your personal information seriously.

We will continue to review the situation and will contact you again if we receive information that changes our assessment or requires you to take further action.

If you have any questions or concerns, please contact mail@scccc.co.uk

Yours sincerely,



Mark Storey DL
Chief Executive

0114 250 5293 | mail@scccc.co.uk | www.scccc.co.uk

Unit 19, President Buildings, Savile Street East, Sheffield, S4 7UQ.

SCCCC is the trading name for Sheffield Churches Council for Community Care a Charitable Incorporated Organisation registered in England and Wales (1168077)

