



Ref: FOIA Reference 2021/22-294

Date: 19th October 2021

Email foi@uhn.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 31st August (received into our office 1st September) 2021 requesting information under the Freedom of Information Act (2000) regarding cyber-attacks.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 I am writing to you under the Freedom of Information Act 2000 to request the following information from University Hospitals of North Midlands. Please can you answer the following questions?

1. **In the past three years has your organisation:**
 - a. **Had any ransom ware incidents? (An incident where an attacker attempted to, or successfully, encrypted a computing device within your organisation with the aim of extorting a payment or action in order to decrypt the device?)**
 - i. **If yes, how many?**
 - b. **Had any data rendered permanently inaccessible by a ransom ware incident (i.e. some data was not able to be restored from back up.)**
 - c. **Had any data rendered permanently inaccessible by a systems or equipment failure (i.e. some data was not able to be restored from back up.)**
 - d. **Paid a ransom due to a ransom ware incident / to obtain a decryption key or tool?**
 - i. **If yes was the decryption successful, with all files recovered?**
 - e. **Used a free decryption key or tool (e.g. from <https://www.nomoreransom.org/>)?**
 - i. **If yes was the decryption successful, with all files recovered?**
 - f. **Had a formal policy on ransom ware**
 - i. **If yes please provide, or link, to all versions relevant to the 3 year period.**
 - g. **Held meetings where policy on paying ransom ware was discussed?**
 - h. **Paid consultancy fees for malware, ransom ware, or system intrusion investigation**
 - i. **If yes at what cost in each year?**

- i. Used existing support contracts for malware, ransom ware, or system intrusion investigation?
- j. Requested central government support for malware, ransom ware, or system intrusion investigation?
- k. Paid for data recovery services?
 - i. If yes at what cost in each year?
- l. Used existing contracts for data recovery services?
- m. Replaced IT infrastructure such as servers that have been compromised by malware?
 - i. If yes at what cost in each year?
- n. Replaced IT endpoints such as PCs, Laptops, Mobile devices that have been compromised by malware?
 - i. If yes at what cost in each year?
- o. Lost data due to portable electronic devices being mislaid lost or destroyed?
 - i. If yes how many incidents in each year?

A1 No for all points above, therefore zero spend/incidents

Q2 Does your organisation use a cloud based office suite system such as Google Workspace (Formerly G Suite) or Microsoft's Office 365?

- a. If yes is this system's data independently backed up, separately from that platform's own tools?

A2 No

Q3 Is an offsite data back-up a system in place for the following? (Offsite backup is the replication of the data to a server which is separated geographically from the system's normal operating location site.)

- a. Mobile devices such as phones and tablet computers
- b. Desktop and laptop computers
- c. Virtual desktops
- d. Servers on premise
- e. Co-located or hosted servers
- f. Cloud hosted servers
- g. Virtual machines
- h. Data in SaaS applications
- i. ERP / finance system
- j. We do not use any offsite back-up systems

A3 The Trust has considered this Freedom of Information request and whether the release of information of this nature could then be used to compromise the Trust Information Systems. The Trust has concluded that, if such information was to be released, then this could potentially expose the Trust to risk of compromise. In turn, this could compromise the safety and security of patients and staff. In accordance with Section 38 of the Freedom of Information Act, where it is considered that release of such information would expose the Trust to such risks then only information deemed to not pose a threat to the security of the Trust Information Systems will be released. The Trust will not be responding to this question

- Q4 Are the services in question 3 backed up by a single system or are multiple systems used?**
- A4 As answer 3
- Q5 Do you have a cloud migration strategy? If so is there specific budget allocated to this?**
- A5 No
- Q6 How many Software as a Services (SaaS) applications are in place within your organisation?**
- a. **How many have been adopted since January 2020?**
- A6 Information unavailable as the system documentation is under review

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

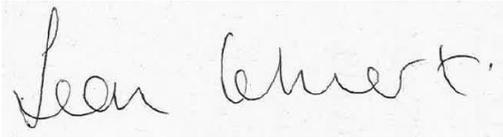
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,

A handwritten signature in black ink on a light-colored background. The signature reads "Jean Lehnert" in a cursive, slightly slanted script.

Jean Lehnert
Data, Security & Protection Manager