

Freedom of Information Request

Ref: 24-604

26 July 2024

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

1. How many cyber incidents (threat and breach) occurred in the last two years (1st of July 2022-1st of July 2024)?

2. For each of the following cyber incident types, please indicate if your organisation experienced them in any month from the 1st of July 2022- 1st of July 2024. If yes, specify the month(s) in which they occurred:

- **Phishing attacks: Yes/No. If yes, which month(s)?**
- **Ransomware attacks: Yes/No. If yes, which month(s)?**
- **Distributed Denial of Service (DDoS) attacks: Yes/No. If yes, which month(s)?**
- **Data breaches: Yes/No. If yes, which month(s)?**
- **Malware attacks: Yes/No. If yes, which month(s)?**
- **Insider attacks: Yes/No. If yes, which month(s)?**
- **Cloud security incidents: Yes/No. If yes, which month(s)?**
- **Social engineering attacks (excluding phishing): Yes/No. If yes, which month(s)?**
- **Zero-day exploits: Yes/No. If yes, which month(s)?**

3. For each of the following supplier types, please indicate if any cyber incidents related to them occurred between the 1st of July 2022-1st of July 2024. If yes, specify the volume of cyber incidents that occurred:

- **IT service providers: Yes/No**
- **Medical equipment suppliers: Yes/No**
- **Software vendors: Yes/No**
- **Cloud service providers: Yes/No**
- **Data storage/management companies: Yes/No**
- **Telecommunications providers: Yes/No**
- **Security service providers: Yes/No**
- **Managed service providers (MSPs): Yes/No**

- **Third-party payment processors: Yes/No**

4. During the period from 1st of July 2022 -1st of July 2024, did your organisation experience any of the following impacts due to cyber incidents?

- **Were any appointments rescheduled due to cyber incidents? Yes/No**
- **Was there any system downtime lasting more than 1 hour? Yes/No**
- **Did any data breaches occur? Yes/No**
- **Were any patients affected by data breaches? Yes/No**

5. What percentage of your cybersecurity budget is allocated to each of the following supply chain security technologies? Please indicate the percentage for each:

- **Third-party risk assessment tools: ____%**
- **Vendor management systems: ____%**
- **Supply chain visibility and monitoring solutions: ____%**
- **Secure data sharing platforms: ____%**
- **Multi-factor authentication for supplier access: ____%**
- **Endpoint detection and response (EDR) for supplier systems: ____%**
- **API security solutions: ____%**

Under Section 31(1)(a) of the Freedom of Information Act, we are required to judge as to whether the disclosure of the information would, or would be likely to, prejudice the prevention or detection of crime. Under guidance issued by the Information Commissioner states that this exemption applies if disclosure of the withheld information would, or would be likely to prejudice the prevention of criminal acts in relation to the Trust's computer systems and information, such as hacking, theft of data, misuse of confidential data or the disruption of the Trust's operations.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be

contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust