

**Freedom of Information Request**

**Ref: 24-860**

4 December 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

**Data breach incidents**

- **How many data breaches has your organisation experienced in the past 36 months from today's date? This includes all breaches, whether or not they were reported**

1785 incidents were reported in the period 08/11/2021 to 08/11/2024.

- **What types of data (e.g., personal, financial, health records) were compromised in these breaches, if any occurred?**

Please note, the Trust does not hold the data in a format that would enable us to fully respond to your request to the level of detail required and a manual trawl for this information would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit. Section 12 of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty-day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

- **Did any of these breaches include ransomware attacks?**

Yes, there was one reported ransomware incident affecting an external sub-contractor. The Trust's data or networks were not compromised.

**Data protection and backup strategies**

- **How frequently does your organisation back up critical data and systems?**

Daily

- **Are backups stored in an immutable format to prevent tampering or encryption by malicious actors?**

Yes

- **Do you plan to apply Zero Trust best practices to your backup storage strategy?**

Yes

• **Which backup management software and backup storage solutions do you use?**

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.

**Response and recovery**

• **Do you have an incident response plan, and do you regularly use it?**

Yes

• **How long did it take you to recover following a breach or ransomware attack?**

Not applicable

• **What percentage of data was recovered?**

Not applicable

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**