

Freedom of Information Request

Ref: 25-447

30 June 2025

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

I am writing to request information under the Freedom of Information Act 2000 regarding the cyber security of your NHS Trust, specifically relating to incidents and the current measures in place to mitigate such threats.

1. Ransomware incidents (FY2022–FY2025)

Please confirm whether any digital systems within hospitals managed by your NHS Trust were affected by ransomware attacks during the financial years 2022–2023 through to 2024–2025 (inclusive).

If yes:

- **How many separate ransomware incidents occurred within this period?**
- **For each incident, please provide:**
 - o **The date or month of occurrence**
 - o **A brief description of the nature of the attack (e.g. type of ransomware, point of system entry, services impacted)**

2. Data breaches following cyber incidents (FY2022–FY2025)

Were any data breaches reported as a result of ransomware or other cyber incidents during this period?

If yes, please provide for each breach:

- **The type(s) of data affected (e.g. patient records, staff information)**
- **The specific impacts of each breach, categorised as follows (where applicable):**
 - o **Loss of patient data**
 - o **Loss of staff data**
 - o **Disruption to patient services (please specify which services, if known)**
 - o **Disruption to operational processes**

- o Financial impact (e.g. cost of recovery, penalties, compensation, etc.)
- o Other impacts – please specify

3. Current cyber security measures (as of date of request)

Please list all cyber security measures and protocols currently in place across the Trust. These may include, but are not limited to:

- **Cyber insurance (including provider and coverage if available)**
- **Internal and external firewall systems**
- **Use of multi-factor authentication (MFA) for user accounts**
- **Access control systems for sensitive data and critical systems**
- **Anti-virus and anti-malware protection**
- **Cyber security training or awareness programmes for employees**
- **Regular penetration testing or security audits (please specify frequency)**
- **Existence and status of an incident response plan (e.g. last updated date)**

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