

Ref no: 070220517  
From: Public  
Date: 22/05/2017  
Subject: Request Malware

## REQUEST

I am writing to you under the Freedom of Information Act 2000 to request the following information for the period 1st January 2017 to 22nd May 2017:

1. Details of any ransomware that has affected any of the IT systems used by the St Helens and Knowsley Hospitals NHS Trust. In each case this should include:
  - The name of the ransomware
  - The systems affected by the attack and what it is normally used for
  - The operating system being run
  - When and for how long systems were affected
  - How the systems were affected, i.e. whether files were decrypted, systems locked, or other (please specify)
  - What would happen if the ransom was not paid
  - How the ransomware gained access to the network, i.e. phishing email, USB stick, other (please specify)
  - The ransom requested
  - If the ransom was paid and the total ransom paid for the attack
  - The number of medical activities (e.g. operations, scans, prescriptions, etc) that had to be suspended or altered during the infection period
  
2. Details of any other type of malware that has affected any of the IT systems used by the St Helens and Knowsley Hospitals NHS Trust. In each case this should include:
  - The name of the malware
  - The systems affected by the attack and what it is normally used for
  - The operating system being run

- How the systems were affected, i.e. whether files were decrypted, systems locked, data stolen or other (please specify)
  - When and for how long systems were affected
  - How the ransomware gained access to the network, i.e. phishing email, USB stick, other (please specify)
  - The number of medical activities (e.g. operations, scans, prescriptions, etc) that had to be suspended or altered during the infection period
3. Any correspondence between senior members of staff about incidents logged as part of 1 and 2.
4. Any correspondence between the St Helens and Knowsley Hospitals NHS Trust and government departments logged as part of 1 and 2.

Please provide this information by email.

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under your Section 16 obligations, as to how I can refine my request to be included in the scope of the Act.

In any case, if you can identify ways that my request could be refined please provide further advice and assistance to indicate this

## RESPONSE

The Trust must do its utmost to protect patient and staff information.

Patient information and staff information are the foundations upon which healthcare is built, and the Trust have a clear responsibility to safeguard this information to ensure we are able to provide the necessary care to our service users.

To provide the requested information above would highlight any vulnerability, should any such vulnerability exist (within hardware or software or architecture or Vendor, etc.), within our IT infrastructure which could be exploited for the purposes of ransomware, other malware, or to withhold/disrupt IT functionality within the Trust.

This information relating to the cyber security agenda is likely to assist criminal offenders thereby seriously threatening the effective delivery of healthcare by the Trust. The act of gathering information as requested, in the

hacking arena is known as foot-printing and our network architecture is closely protected to at least NHS protect if not NHS Confidential. Therefore:

Our patients (and staff) must have confidence that their very sensitive personal data will be held securely.

They (patients & staff) must have confidence that we'll be able to provide the services they need.

Therefore, providing the specific requested information would put their confidence at risk.

Furthermore, loss of patient and staff data by such an attack would massively impact upon our ability to provide effective healthcare to our service users.

And therefore, this would be extremely harmful to the public & the services the Trust provides.

Therefore in accordance with Section 31 of the Freedom of Information Act the Trust will not be releasing the requested information as this would prejudice our ability to resist cyber-attacks.