The Clatterbridge Cancer Centre
NHS Foundation Trust

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Date: 10 August 2018

Re: Freedom of Information Request
Ref: 152-2018

Thank you for your email dated 16th July 2018 requesting information regarding fraudulent emails.

The information that you require is as follows:

Q. What percentage of emails that your organisation receives are fraudulent – i.e. phishing messages, BEC (business email compromise) attacks, CEO Fraud, malware laden, etc.

- **Please indicate as a percentage: _____ %**
- **Don't Track (NHS Mail track)**

Q. What is the most common type of fraudulent email/cyber-attack that your organisation receives?

- **CEO fraud – this is when someone sends an email impersonating a senior company executive asking an employee to make payments for goods or services into a fraudulent bank account**
- **Fraudulent transaction requests – fraudsters send invoices for payment of goods or services as if from a legitimate organisation**
- **Credential theft – fraudsters send messages trying to get users to divulge their username and password or other sensitive information**
- **Ransomware**
- **Other**
- **Don't Track**

Q. Has your organisation suffered financial loss in the last 12 months as a direct result of a faked email message being received that tricked an employee into sending money via wire transfer

- Yes
- No

If yes, please state how much was lost (if fallen victim more than once, please provide total amount given to scammers): _____

Q. Has your organisation had a device/system infected by ransomware in the last 12 months that was delivered via email:

- Yes – once
- Yes – more than once
- We were infected by ransomware but the source wasn't traced
- Never

NB: If you have answered yes, please answer the following questions for each separate ransomware infection (if numerous devices were infected at the same time, this counts as one incident)

How long were systems affected: _____N/A_____

Did you pay the ransom: N/A

- Yes
- No

If yes, how much was paid: _____N/A_____

Did the criminals provide the information/program needed to restore systems: N/A

- Yes
- No

Q. Do you use the domain-based message authentication, reporting and conformance protocol (DMARC) to block fake emails being spoofed to appear as if they have been sent by your company/organisation:

- Yes
- No
- Don't know

Q. Are you aware if your organisation/brand has ever been 'spoofed' and used by scammers to send emails trying to trick people

- **Yes – before we started using DMARC**
- **Yes – after we started using DMARC**
- **Yes – but not sure if it was before or after using DMARC**
- **Never**
- **Don't Track**

If yes, please state how many separate incidents of your organisation/brand being spoofed that you know of:

before we started using DMARC: _____1_____

after we started using DMARC: _____ 0_____

Q. Do you publicise externally how a member of the public can check an email communication with your organisation to determine if it is fake?

- **Yes**
- **No**

If yes, how many reports have you received in the last 6 months of fake/phishing messages:

- **_____N/A_____**
- **Don't Track**

Q. Do you publicise internally how a member of your workforce (including third party suppliers) can check an email communication with your IT/Security team to determine if it is fake?

- **Yes**
- **No**

If yes, how many reports have you received in the last 6 months of fake/phishing messages:

- **_____25_____ from internal workforce**
- **_____0_____ from third party suppliers**

- **_____ from both internal and third party suppliers as don't differentiate between senders**

- **Don't Track**

Q. Do you provide a report button within your email system for end users to report phishing emails?

- **Yes**
- **No (but planned for)**

Q. Does your organisation have a SOC (Security Operations Centre) or IT security team?

- **Yes**
- **No**

Q. Do you have a secure email gateway?

- **Yes**
- **No**
- **Don't know**

Should you require any further information please do not hesitate to contact me on the email address provided below.

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

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and 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: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/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.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

https://www.surveymonkey.co.uk/r/H39RFMM