The Clatterbridge Cancer Centre
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
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Date: 1 February 2019

Re: Freedom of Information Request
Ref: 04- 2019

Thank you for your email dated 7th January 2019 requesting information regarding data security.

The information that you require is as follows:

1. **Does the organisation have training that covers:**
    1. **Recognising and reporting Phishing emails**
    Yes

    2. **Recognising Tailgating and how to respond (challenging strangers, checking for ID etc.)**
    Yes

    3. **Disposal of confidential information**
    Yes

    4. **Dangers of using USB sticks being given away or finding one that looks like it has been dropped**
    Yes, however not specifically in relation to USB sticks being given away or finding one that looks like it has been dropped

2. **Does the organisation allow the use of USB sticks?**
    Only encrypted Trust USB sticks. All others are blocked.

3. **Does the organisation deliver specialised training to key staff (those staff that could be targeted as part of a phishing email campaign, i.e. finance, execs etc)?**

All staff in designated specialist roles, e.g. Caldicott Guardian, Senior Information Risk Owner, etc will be required to carry out training in addition to the annual mandatory Data Security/Information Governance training.

4. **Does the organisation perform confidentiality audits as per the Data Security & Protection Toolkit?**
   Yes

   Can you also answer relating to the audits:

   1. **Where the audits are undertaken would these be organised with the local team manager or the head of department i.e. the director etc?**
      The audits will form part of a schedule of pre-planned visits to specific areas or departments within the Trust. These may be conducted announced or unannounced. If an announced audit, the Information Governance Manager will liaise with the most appropriate manager for the department or area, to organise the visit. This may be either a General Manager, Head of Department or Team Manager.

   2. **Would an audit ever be carried out unannounced?**
      Yes, see answer to question above

   3. **Do you have a policy / procedure of how to conduct the audit? – if so can you supply a copy.**
      The Trust has a Confidentiality Audit Procedure, however this deal primarily will the auditing of systems/Information Assets, This document is currently under review to incorporate "walkaround" confidentiality audits to specific areas or departments within the Trust.

   4. **Do you record the results on a checklist / report and return the key contact? – if so can you supply a blank copy.**
      Yes, the results are initially recorded on a checklist and then a report is formulated and fed back to the key contact within the area audited. The report is also approved by the Information Governance Group.

      Please find a blank copy of the checklist attached.

5. **Does the organisation have confidential waste receptacles placed through the entire organisation and are they regularly emptied?**
   Yes

6. **Does the organisations Exec board receive board level training relating to Cyber Awareness?**
   Yes, Executive Team cyber awareness training is currently being arranged with NHS Digital.

7. **How does the organisation provide Data Security & Protection Training to staff, does the organisation use (please select all the options that are applicable):**

a.	**Third party application package**	**No**
b.	**Third party Trainer / class room**	**No**
c.	**eLearning for Health Data Security Awareness**	**No**
d.	**In house developed package**	**Yes**
e.	**Combination of any of the above**	**N/A**

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