



**The Clatterbridge  
Cancer Centre**  
NHS Foundation Trust

Clatterbridge Road  
Bebington  
Wirral  
CH63 4JY

Tel: 0151 556 5000  
Web: [www.clatterbridgecc.nhs.uk](http://www.clatterbridgecc.nhs.uk)

Date: 23 May 2019

**Re: Freedom of Information Request**  
**Ref: 112- 2019**

Thank you for your email dated 26th April 2019 requesting information in relation to 'phishing'/ scam emails reported to the trust over the last three financial years.

The information that you require is as follows:

- **Breakdown of the number of reports of 'phishing'/ scam emails reported to your trust over the last three financial years**

**2018/19 – 50 reports raised**

**2017/18 – 81 reports raised**

**2016/17 – 69 reports raised**

- **Additionally, if possible, could you provide some detail on the nature/categories of the reports? E.g. scam email, request for money etc.**

**Scam Email around 95%**

- **And any information on financial losses from the public due to these incidents?**

**There were no financial losses as a result of these incidents.**

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>