

Date: 8 November 2019

**Re: Freedom of Information Request**  
**Ref: 290 - 2019**

Thank you for your email dated the 12th October 2019, requesting information relating to ransomware attacks in the last 5 years.

The information that you require is as follows:

- 1. In the last 5 years, how many times has your trust/hospital suffered from a ransomware attack? Please provide specific dates (months/years) if possible.**

**1 attack on the 03/10/2016**

- 2. How much downtime did this cause (in hours)?**

**11 hours**

- 3. Did you pay the ransom? If so, how much was the ransom?**

**No our Trust did not pay a ransom**

- 4. What was the total cost of the incident to your hospital/trust?**

**Nil- there was no cost to our Trust as a result of this incident**

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>