

By email to: [REDACTED]
[REDACTED]

Human Tissue Authority

2nd Floor
2 Redman Place
London
E20 1JQ

Tel 020 7269 1900

Web www.hta.gov.uk

Email enquiries@hta.gov.uk

Date: 09 December 2021

Dear [REDACTED]

Freedom of Information request

Thank you for your request for information under the Freedom of Information Act (FOIA), which was received by the Human Tissue Authority (HTA) on 11 November 2021. Your email outlined the following request:

“Dear Human Tissue Authority,

Please find below my FOI request regarding malicious emails sent to the department.

The date range for the requests is from 2018 to present day. The data shall include a breakdown by year and by individual departments (e.g. separate departments, agencies, or public bodies within the main government agency), if applicable.

1. How many malicious emails have been successfully blocked?
2. What percentage of malicious emails were opened by staff?
3. What percentage of malicious links in the emails were clicked on by staff?
4. How many ransomware attacks were blocked by the department?
5. How many ransomware attacks were successful?”

Clarifications

I wrote to you via email on Wednesday 17 November 2021 to clarify and confirm whether information from a similar FOIA response would satisfy the scope of your request. This is noted below:

Thank you for your request for information under the Freedom of Information Act (FOIA).

Please note that similar information was released under a previous FOIA request:

<https://content.hta.gov.uk/sites/default/files/2021-11/FOIA%20response%2024%20September%20ransomware%20attacks.pdf>

Would the information released under the previous FOIA request satisfy the scope of your request?

You responded on Friday 19 November 2021 with the following:

This answers question 4 and 5 but not 1 - 3. Therefore, is it possible to provide information on these areas, please? By malicious emails, we mean phishing-style emails that try to get a user to click on a link or download something that will steal sensitive data or install malware/virus on the computer.

Response

In response to your FOI request, we have provided information below to only answer questions one to three of your request because, as confirmed by you in your email dated Friday 19 November 2021, questions four and five were answered by a previous FOIA response.

Our systems only keep records for a period of three months. Therefore, the date range for collecting the data to respond to your questions is from 26 August to 26 November 2021.

1. How many malicious emails have been successfully blocked?

During the period of 26 August to 26 November 2021 our systems blocked 253 emails that were identified as having a virus.

2. What percentage of malicious emails were opened by staff?

Based on a total of 80779 inbound emails from 26 August to 26 November 2021, less than 0.1% were opened by staff.

3. What percentage of malicious links in the emails were clicked on by staff?

There was less than 0.1% of malicious links found in emails that were clicked on by staff.

Further information

If you are unhappy with the way the HTA has handled your request for information in this case, you may in the first instance ask us for an internal review by writing to us at the above postal or email address.

If you remain dissatisfied with the handling of your request, you have the right to appeal directly to the Information Commissioner for a decision, at the address below. There is no charge for making an appeal.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 08456 30 60 60 or 01625 54 57 45

Website: www.ico.org.uk

Yours sincerely

