

Freedom of Information Request

Ref: UHB 17-356

Date 14 July 2017



Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

1. **How many computers in your Trust were infected with ransomware in the WannaCry attack in May this year?**
None
2. **How many (i) operations and (ii) patient appointments were cancelled as a result of the WannaCry attack?**
None
3. **How much money did you pay to enable you to use these computers again following the WannaCry attack?**
Nil
4. **In (i) 2014/15 and (ii) 2015/16 how many times were the Trust hit by ransomware attacks and how much money did the Trust pay to the cyber criminals to release your machines?**

The Trust receives ransomware attacks on a daily basis with the following success rate:

2014/15	0
2015/16	0
2016/17	3

Payment was requested but the Trust did not pay to release our machines in any of the cases.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. 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:

Trust Secretary
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

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

If you are not content with the outcome of the internal 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

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

A large black rectangular redaction box covering the signature area.