

Information Governance

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8 January 2019
Reference no. 18190356

Dear,

Request for Information: Freedom of Information Act

Thank you for your email of 7 January making a request for information under the Freedom of Information Act. You requested the following information and the Trust is able to provide the information below in response:

Request and Response:

1. Does the organisation have training that covers:
 1. Recognising and reporting Phishing emails
 2. Recognising Tailgating and how to respond (challenging strangers, checking for ID etc)
 3. Disposal of confidential information
 4. Dangers of using USB sticks being given away or finding one that looks like it has been dropped

Yes to all.

2. Does the organisation allow the use of USB sticks? Yes, encrypted only
3. Does the organisation deliver specialised training to key staff (those staff that could be targeted as part of a phishing email campaign, ie finance, execs etc)? Yes
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 ie the director etc?

2. Would an audit ever be carried out unannounced?
3. Do you have a policy / procedure of how to conduct the audit? – if so can you supply a copy.
4. Do you record the results on a checklist / report and return the key contact? – if so can you supply a blank copy.
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.
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 Yes
 - d. In house developed package Yes
 - e. Combination of any of the above Yes

If you are concerned with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to me and I will ensure the decision is reviewed. The Trust will consider undertaking a review if requested to do so within 40 working days of the date the response is received by the applicant, and will apply discretion if a longer period of time has passed.

Should you wish to make a complaint as a result of the outcome of such a review, you may apply directly to the Information Commissioner's Office (ICO) for a decision.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust for FoI Act matters.

The ICO can be contacted at:

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

Please contact me if there are any further queries.

Kind regards,

Yours sincerely,

Mark Underwood

Head of Information Governance