

**Information Governance**

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27 March 2019  
Reference no. 18190476

Dear

**Request for Information: Freedom of Information Act**

Thank you for your email of 12th March 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:**

I would like to know how much Oxford Health NHS Foundation Trust has paid out because of ransomware in the past five years.

I would like the answer to include both any ransoms paid out or any fees paid for professional IT help to deal with malware attacks.

**Response:**

The Trust has not paid out anything in relation to ransomware in the last 5 years, nor has it paid anything for professional services to deal with malware attacks.

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