NHS Borders
Planning & Performance

NHS Borders
Education Centre
Borders General Hospital
Melrose
Roxburghshire
TD6 9BD
01896 825545
foi.enquiries@borders.scot.nhs.uk

Freedom of Information request 249-17

Request

1. How many cases of ransomware hacking have occurred each year over the last 5 years.
2. How many data breaches have occurred each year for the last year, broken down by year, type of breach, number of people affected.
3. Have the health board ever paid out any ransoms for ransomware or any other hacking data breaches? If so, in which year and to what value?
4. How much have the health board spent on cyber security, each year for the last 5 years broken down by year and what it has been spent on.

Response

1. There has only been one successful ransomware hacking attack recorded by NHS Borders, this occurred in May 2017.

2. Please find below the number of data breaches for the last year as per request:

Year 16/17 Q1-Q4		
Incident class	**Incident Summary**	**Total**
Breach of Confidentiality	Confidential information emailed to inappropriate destination	6
	Confidential information found in public/inappropriate place	19
	Confidential information sent to wrong recipient	28
	Confidential waste left insecure	2
	Information divulged carelessly	14
	Permitted password to be used by other person	1
Breach of Confidentiality Total		**70**
Failing to Secure	Confidential information emailed without appropriate security	2
	Confidential information sent but not received	2
	Hardcopy confidential/sensitive data lost/misplaced/stolen	23
Failing to Secure Total		**27**
Inappropriate Access	Accessed clinical records without due reason (Not FW)	1
	Accessed family member record (FW)	6
	Accessed other person's record inappropriately (FW)	4
	Accessed own record (FW)	17
	Accessed work colleague record (FW)	3
	Used password of other person	3
Inappropriate Access Total		**34**
Incorrectly filed	Patient documents/labels found in wrong record	40
	Patient documents/labels not filed at all or not in correct place in record	13
Incorrectly filed Total		**53**

3. No
4. NHS Borders spends approximately £250,000 per financial year on cyber security.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **249-17** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.