Rydym yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg. Atebir gohebiaeth Gymraeg yn y Gymraeg, ac ni fydd hyn yn arwain at oedi.
We welcome correspondence in Welsh or English. Welsh language correspondence will be replied to in Welsh, and this will not lead to a delay.

Dyddiad/Date: 22nd September 2021
Ein Cyf / Our Ref: 21-H-043

☎ 01639 648363

🖱 FOIA.Requests@wales.nhs.uk
Corporate Services
Headquarters
1 Talbot Gateway
Baglan
Port Talbot, SA12 7BR

I refer to your Freedom of Information Act Request acknowledged by ourselves on 1st September 2021. Your request sought information relating to ransomware.

1. **In the past three years has your organisation:**
    a. **Had any ransomware incidents? (An incident where an attacker attempted to, or successfully, encrypted a computing device within your organisation with the aim of extorting a payment or action in order to decrypt the device?)**
    No

    b. **Had any data rendered permanently inaccessible by a ransomware incident (i.e. some data was not able to be restored from back up.)**
    No

    c. **Had any data rendered permanently inaccessible by a systems or equipment failure (i.e. some data was not able to be restored from back up.)**
    Yes – hard disk failure- minor data loss

    d. **Paid a ransom due to a ransomware incident / to obtain a decryption key or tool?**
    No

    e. **Used a free decryption key or tool (e.g. from https://www.nomoreransom.org/)?**
    No

Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR
Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

f. **Had a formal policy on ransomware payment?**
No

g. **Held meetings where policy on paying ransomware was discussed?**
No

h. **Paid consultancy fees for malware, ransomware, or system intrusion investigation**
No

i. **Used existing support contracts for malware, ransomware, or system intrusion investigation?**
No

j. **Requested central government support for malware, ransomware, or system intrusion investigation?**
No

k. **Paid for data recovery services?**
No - we have utilised in house data recovery services, but have in house equipment and use of specialist services via Welsh Government agreement with NHS Counter Fraud Authority.

l. **Used existing contracts for data recovery services?**
No

m. **Replaced IT infrastructure such as servers that have been compromised by malware?**
No

n. **Replaced IT endpoints such as PCs, Laptops, Mobile devices that have been compromised by malware?**
No

o. **Lost data due to portable electronic devices being mislaid, lost or destroyed?**
No – data on iPads is backed up in the cloud

2. **Does your organisation use a cloud based office suite system such as Google Workspace (Formerly G Suite) or Microsoft's Office 365?**
Yes – Microsoft 365

a. **If yes is this system's data independently backed up, separately from that platform's own tools?**
No

3. **Is an offsite data back-up a system in place for the following? (Offsite backup is the replication of the data to a server which is separated geographically from the system's normal operating location site.)**

    a. Mobile devices such as phones and tablet computers
    Yes

    b. Desktop and laptop computers
    Yes

    c. Virtual desktops
    Yes

    d. Servers on premise
    Yes

    e. Co-located or hosted servers
    Yes

    f. Cloud hosted servers
    N/A

    g. Virtual machines
    Yes

    h. Data in SaaS applications
    N/A

    i. ERP / finance system
    Yes

    j. We do not use any offsite back-up systems
    N/A

4. **Are the services in question 3 backed up by a single system or are multiple systems used?**
Single

5. **Do you have a cloud migration strategy? If so is there specific budget allocated to this?**
No

6. **How many Software as a Services (SaaS) applications are in place within your organisation?**

- Office 365
- JRNI Booking Software
- Civica Experience
- Concentric Health (Consent Pilot)
- HCC Envoy
- Patient Knows Best

  a) How many have been adopted since January 2020?
  4

I hope this information is helpful. If you require anything further please contact us at FOIA.Requests@wales.nhs.uk.

Under the terms of the Health Board's Freedom of Information policy, individuals seeking access to recorded information held by the Health Board are entitled to request internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request please contact me directly at the address below or register your complaint via FOIA.Requests@wales.nhs.uk.

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 029 2067 8400.

Yours sincerely

Pam Wenger
Director of Corporate Governance