

Freedom of Information Request

Ref: UHB 17-324

Date 23 May 2017

[REDACTED]

[REDACTED]

[REDACTED]

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

- 1. What percentage of the Trust's Microsoft Windows machines (servers, PCs, laptops) was affected, locked or otherwise knocked-offline by the WannaCry ransomware attack?**  
None
- 2. Please provide the total number of machines affected.**  
Not applicable, see response to question one.
- 3. Of this total number, how many were Windows XP machines?**  
Not applicable, see response to question one.
- 4. How long were the affected machines rendered unusable in terms of hours or days?**  
Not applicable, see response to question one.
- 5. What steps did the Trust take to recover the affected machines?**  
Not applicable, see response to question one.
- 6. Which applications or services at the Trust were directly affected as a result of the attack?**  
Not applicable, see response to question one.
- 7. How many times did your Trust pay the ransom demanded by the WannaCry malware to unlock any of the affected machines?**  
Not applicable, see response to question one.
- 8. What data was lost from the Trust as a result of the WannaCry attack?**  
Not applicable, see response to question one.

**9. Since your WannaCry attack, what new security technologies has the Trust deployed to ensure the future integrity and safety of its Windows IT systems**

Not applicable, see response to question one.

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,

[Redacted signature block]