



University of East Anglia

Information Services Directorate

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██████████  
  
02 August 2016

Dear ██████████

**Freedom of Information Act 2000 – Information request (ref: FOI\_16-140)**

We have now considered your request of 06 July 2016 for information relating to the existence of end point or anti-virus software installed on our network devices and whether we have been the victim of a ransomware attack.

Our response is on page 2 of this letter, together with a copy of your request.

On this occasion it is not possible to provide all the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold information that would indicate that we have been the victim of a ransomware attack. Further information is on page 2 of this letter.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

[https://ico.org.uk/Global/contact\\_us](https://ico.org.uk/Global/contact_us), or by telephone on 0303 123 1113.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Dave Palmer  
Information Policy and Compliance Manager  
University of East Anglia

## Response to Freedom of Information Act 2000 request (FOI\_16-140)

*Do you have any end point or anti-virus software installed on your network devices?*

Yes, we have recorded information to indicate that we have deployed end point and anti-virus software on network devices.

*Has your organisation ever been the victim of a ransomware attack which meant that an external hacker encrypted a PC or device or network within your organisation and demanded payment in order to decrypt the device? Y/N*

### **[Information not held - s.1(1), Freedom of Information Act]**

We hold no recorded information that indicates that we have ever been the victim of a ransomware attack in which an external hacker encrypted a PC, device or network within UEA and demanded payment in order to decrypt the PC, device or network.

For your information, we have interpreted your question as a request for information confirming such an attack.

*If Yes*

*How often have you experienced an attack in the last 12 months?*

*How much did the attacker demand as a ransom for each attack?*

*How did you respond:*

*a) We paid the ransom*

*b) Threw away the device*

*c) Used decrypter or other technology to regain the use of the encrypted device*

*c) Other (Please describe)*

*Did you notify the police? Y/N*

*If yes*

*What was their advice?*

Not applicable – see above response