

Ref: FOI/GS/ID 5433

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone
Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net

17 September 2019

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Phishing or scam emails.

You asked:

- 1. Breakdown of the number of reports of 'phishing'/ scam emails reported to your trust over the last three financial years*
- 2. Additionally, if possible, could you provide some detail on the nature/categories of the reports? E.g. scam email, request for money etc.*
- 3. And any information on financial losses from the public due to these incidents?*

Trust response:

1. Phishing emails are not necessarily always reported accurately so we couldn't provide an exact number over the 3 years. However, on average we receive approximately one per month which would equate to 36 over the last 3 years.
2. The majority of these calls relate to obtaining peoples log in details rather than requests for money.
3. There has been no reported financial loss due to these incidents. The most frequent action is generally password resets to protect data.