



Department  
for Environment  
Food & Rural Affairs

helpline@defra.gsi.gov.uk  
www.defra.gov.uk

By E Mail [REDACTED]

Your ref:  
Our ref: RFI 5717  
Date: 6<sup>th</sup> September 2013

Dear [REDACTED]

**REQUEST FOR INFORMATION: DEFRA's Most Accessed Websites**

Thank you for your request for information about the 100 Websites most accessed by Defra staff which we received on the 14 of August. We have handled your request under the Freedom of Information Act 2000 (FOIA).

Section 12(1) of the FOIA allows us to refuse a request for information if we estimate that the cost of complying with the request would exceed the appropriate limit, which currently stands at £600. On the basis of our estimates, we consider that the cost to provide all the information you have requested would exceed this.

We can however provide some of the information you requested for a 5 month period in line with the log information we retain. I therefore enclose details of the majority of the top 100 sites visited together with the number of hits. Unfortunately we cannot supply information for 5 of these sites as they are internally directed and fall under the exemption in section 31(a)(b) of the Freedom of Information Act 2000. In applying these exemptions we have had to balance the public interest in withholding the information against the public interest in disclosure. Please note that this information is based on approximately 10,000 staff in core Defra and a number of agencies and non-Departmental Public Bodies (NDPBs) and provides an indicative view of web browsing activity. Hits are calculated on the number of times a page on a site is hit. This will include elements such as popups and frames. This means that should a member of staff go to a website page which includes such popups then these will also be recorded as hits so, for example, if 5 popups are delivered as part of a web page then this will be recorded as 6 hits. This information encompasses all staff access including lunch periods and access out of hours.

You asked a number of questions in relation to the blocking of Web site access. Defra operates an Acceptable Use policy. Staff are not permitted to access material that is illegal



INVESTORS  
IN PEOPLE

or could reasonably be regarded as offensive, obscene or otherwise inappropriate, e.g. pornography, offensive or harassing statements or language including disparagement of others based on their race, national origins, sex, sexual orientation, gender reassignment or transgender, marriage or civil partnership, pregnancy or maternity, age, disability, religion or belief, gambling, illegal trading, and any activities that could lead to financial or legal consequences or reputational damage to the Defra Network. The Department is currently working on a project to implement functionality to block access to such sites and provide appropriate reporting facilities but this not currently available and we are therefore unable to provide the information.

Defra does block malicious web sites manually in line with Communications Electronic Security Group (CESG) guidance. Unfortunately we cannot supply this information as it falls under the exemptions in sections 24(1) and 31(a)(b) of the Freedom of Information Act 2000. In applying these exemptions we have had to balance the public interest in withholding the information against the public interest in disclosure. We recognise that there is a public interest in disclosure of information concerning the blocking of websites due to their malicious nature. On the other hand, there is a strong public interest in withholding the information because, for the exemption under s24(1), it would not be in the interest of the UK's national security for Defra to provide details about attacks against our IT systems as this would enable individuals to deduce how successful the UK is in detecting these attacks. Confirming what information is held, particularly on the type of attack, would assist someone in testing the effectiveness of the UK's defences against such attacks. As any attempt to hack into an IT system is a criminal offence, there is also a strong public interest in withholding the information because, for the exemption under s.31(a)(b), a criminal could deduce if their attacks had been detected or not. For example, if a department responded detailing only a few attacks or only attacks of a certain type a criminal could deduce whether or not they had not been detected. This may enable them to continue their cyber-attacks or may damage any attempt to identify them via law enforcement agencies.

In keeping with the spirit and effect of the FOIA, and in keeping with the government's Transparency Agenda, all information is assumed to be releasable to the public unless exempt. Therefore, the information released to you will now be published on [www.gov.uk](http://www.gov.uk) together with any related information that will provide a key to its wider context. Please note that this will not include your personal data.

I attach Annex A, which explains the copyright that applies to the information being released to you.

I also attach Annex B giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter, please contact me.

Yours

  
Email [is.communications@defra.gsi.gov.uk](mailto:is.communications@defra.gsi.gov.uk)

## **Annex A**

### **Copyright**

The information supplied to you continues to be protected by copyright. You are free to use it for your own purposes, including for private study and non-commercial research, and for any other purpose authorised by an exception in current copyright law. Documents (except photographs or logos) can be also used in the UK without requiring permission for the purposes of news reporting. Any other re-use, for example commercial publication, would require the permission of the copyright holder.

Most documents produced by Defra will be protected by Crown Copyright. Most Crown copyright information can be re-used under the Open Government Licence. For information about the OGL and about re-using Crown Copyright information please see The National Archives website.

Copyright in other documents may rest with a third party. For information about obtaining permission from a third party see the Intellectual Property Office's website.

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## **Annex B**

### **Complaints**

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 18 of the EIRs, as applicable; within 40 working days of the date of this letter. Please write to Mike Kaye, Head of Information Standards, Area 4D, Nobel House, 17 Smith Square, London, SW1P 3JR (email: [requestforinfo@defra.gsi.gov.uk](mailto:requestforinfo@defra.gsi.gov.uk)) and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our website.

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner for a decision. Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted Defra's own complaints procedure. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Site	Hits
1 www.google.co.uk	4,995,925
2 www.facebook.com	3,911,142
3 googleads.g.doubleclick.net	3,212,789
4 www.bbc.co.uk	2,752,160
5 b3-uk.mookie1.com	2,049,867
6 static.ak.facebook.com	1,773,585
7 ad-emea.doubleclick.net	1,702,858
8 bbcfmhds.vo.llnwd.net	1,194,769
9 platform.twitter.com	1,187,081
10 zaphod-live.bbc.co.uk.edgesuite.net	1,130,656
11 bs.serving-sys.com	1,057,374
12 ams1.ib.adnxs.com	1,038,008
13 www.amazon.co.uk	1,006,879
14 ad.doubleclick.net	951,530
15 www.espnricinfo.com	841,309
16 www.youtube.com	776,613
17 aax-eu.amazon-adsystem.com	693,668
18 delivery.adstheaa.com	674,015
19 bcp.crowdctrl.net	581,312
20 www.streetmap.co.uk	558,078
21 www.tripadvisor.co.uk	553,628
22 cm.g.doubleclick.net	544,615
23 tap2-cdn.rubiconproject.com	537,747
24 pubads.g.doubleclick.net	512,751
25 www.lse.co.uk	486,150
26 ads.struq.com	478,208
27 smex10-2-en.url.trendmicro.com	463,793
28 rad.msn.com	437,320
29 view.atdmt.com	399,158
30 a.tribalfusion.com	386,957
31 www.defra.gov.uk	371,032
32 uk-mg42.mail.yahoo.com	361,747
33 tags.bluekai.com	357,455
34 aktrack.pubmatic.com	339,711
35 www.rightmove.co.uk	338,430
36 showads.pubmatic.com	325,942
37 maps.google.co.uk	317,930
38 www.ebay.co.uk	312,320
39 update.vodafone.com	303,618
40 dis.eu.criteo.com	286,328
41 servedby.flashtalking.com	282,560
42 www.bing.com	275,683
43 en.wikipedia.org	270,830
44 www.linkedin.com	264,636
45 cdn.turn.com	260,724
46 cclibrary.skillport.com	256,064
47 www.google.com	251,027

48	www.parliamentlive.tv	248,692
49	ads.pubmatic.com	248,078
50	seg.sharethis.com	246,636
51	odb.outbrain.com	245,910
52	www.metoffice.gov.uk	240,309
53	ad-ace.doubleclick.net	230,954
54	www.guardian.co.uk	228,740
55	ad.uk.doubleclick.net	228,540
56	www.naturalengland.org.uk	227,872
57	optimized-by.rubiconproject.com	225,277
58	uk.mg.bt.mail.yahoo.com	223,188
59	tag.admeld.com	221,930
60	logger.base79.com	219,436
61	a.rad.msn.com	211,876
62		
63	local.amazon.co.uk	204,073
64	pixel.invitemedia.com	201,865
65	ct5.addthis.com	199,133
66	t.skimresources.com	195,654
67		
68	www.sporcle.com	186,300
69	r.skimresources.com	184,727
70		
71	ib.adnxs.com	180,655
72	uk-ads.openx.net	168,632
73	burcdrn1.demeter.zeus.gsi.gov.uk	167,414
74		
75	services.demeter.zeus.gsi.gov.uk	166,481
76	cmap.uac.ace.advertising.com	163,446
77	cas.fr.eu.criteo.com	157,982
78	www.argos.co.uk	155,835
79	edge.sharethis.com	155,141
80	eu2.projectsunblock.com	153,451
81	cdn.aws-sm1.world-television.com	152,911
82	www.thetrainline.com	148,978
83	www.telegraph.co.uk	147,525
84	bid.g.doubleclick.net	146,630
85	ad.yieldmanager.com	146,332
86	cti.w55c.net	145,789
87	dis.criteo.com	141,302
88	pfa.levexis.com	140,959
89	uk.hosting.adjug.com	135,937
90	image2.pubmatic.com	135,625
91	www.dailymail.co.uk	133,677
92	rfsonline	130,054
93	maximo	126,099
94	www.english-nature.org.uk	123,374
95	naturalengland.skillport.com	123,053
96	www.talktalk.co.uk	118,502

97 [das.uk.experian.com](http://das.uk.experian.com)  
98 [office.microsoft.com](http://office.microsoft.com)  
99  
100 [www.next.co.uk](http://www.next.co.uk)

115,827  
114,711  
110,711