

30 March 2016

██████████

By email ██████████

Dear ██████████

Request under the Freedom of Information Act 2000 (the “FOI Act”)

I refer to your email of **28 February 2016** in which you requested information under the FOI Act.

Your request

You made the following request:

- ‘1a. *Approximately how many members of staff do you have?*
- 1b. *Approximately how many contractors have routine access to your information?*
- 2a. *Do you have an information security incident/event reporting policy/guidance/management document(s) that includes categorisation/classification of such incidents?*
- 2b. *Can you provide me with a copy of the latest version of these document(s)? (This can be an email attachment or a link to the document on your publicly facing web site)*
- 3a. *Do you know how many data protection incidents your organisation has had since April 2011? (Incidents reported to the Information Commissioners Office (ICO) as a Data Protection Act (DPA) breach)*
- 3b. *How many breaches occurred for each Financial Year the figures are available for?*
- 4a. *Do you know how many other information security incidents your organisation has had since April 2011? (A breach resulting in the loss of organisational information other than an incident reported to the ICO, eg compromise of sensitive contracts or encryption by malware.)*
- 4b. *How many incidents occurred for each Financial Year the figures are available for?*

5a. *Do you know how many information security events/anomaly your organisation has had since April 2011? (Events where information loss did not occur but resources were assigned to investigate or recover, eg nuisance malware or locating misfiled documents.)*

5b. *How many events occurred for each Financial Year the figures are available for?*

6a. *Do you know how many information security near misses your organisation has had since April 2011? (Problems reported to the information security teams that indicate a possible technical, administrative or procedural issue.)*

6b. *How many near-misses occurred for each Financial Year the figures are available for?'*

Decision

Monitor holds most of the information that you have requested and has decided to release all of the information that it holds. I have explained below where Monitor does not hold the information you have requested.

I have responded to each of your questions below, using the numbering you provided in your request:

- 1a. Monitor has approximately 650 members of staff.
- 1b. We understood this to be a request for the number of contractors who potentially have access to all of our information for the purposes of providing IT support (as opposed to access to particular files that we hold for the purposes of carrying out any other role as a contractor to Monitor). Approximately 16 contractors have routine access to Monitor's information for these purposes, and Monitor has two dedicated members of staff that provide outsourced support (from Advance 365).
- 2a and 2b. Monitor has an 'Information Governance Incident Management and Reporting Procedure' (attached).
- 3a and 3b. Monitor holds information from May 2015 and no incidents have been reported since then.
- 4a and 4b. Monitor holds information from May 2015 and two incidents have been reported since then.
- 5a and 5b. Monitor holds information from May 2015 and one incident has been reported since then.
- 6a and 6b. Monitor does not hold this information.

Review rights

If you consider that your request for information has not been properly handled or if you are otherwise dissatisfied with the outcome of your request, you can try to resolve this informally with the person who dealt with your request. If you remain dissatisfied, you may seek an internal review within Monitor of the issue or the decision. A senior member of Monitor's staff, who has not previously been involved with your request, will undertake that review.

If you are dissatisfied with the outcome of any internal review conducted by Monitor, you may complain to the Information Commissioner for a decision on whether your request for information has been dealt with in accordance with the FOI Act.

A request for an internal review should be submitted in writing to FOI Request Reviews, Monitor, Wellington House, 133-155 Waterloo Road, London SE1 8UG or by email to foi@monitor.gov.uk.

Publication

Please note that this letter and the attached information will shortly be published on our website. This is because information disclosed in accordance with the FOI Act is disclosed to the public at large. We will, of course, remove your personal information (e.g. your name and contact details) from the version of the letter published on our website to protect your personal information from general disclosure.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'D. Cox', is positioned above the printed name and title.

Derek Cox
Information Services Head of Governance & Assurance