

FOI 23/075

20th February 2023

Dear

Thank you for your email.

We are only answering question 1:

1. How many malicious emails have been successfully blocked/detected?

Between 1/7/2022 – 30/11/2022 , 14245 malicious emails were blocked. Please note that MHRA moved to a different email filtering/defence system and therefore figures are only available from July 2022.

As for the other questions below please see our response:

2. If possible, please provide a breakdown of figures by malicious email type, e.g. spam, malware, phishing, and ransomware.
3. What percentage of malicious emails were opened by staff?
4. What percentage of malicious links in the emails were clicked on by staff?
5. How many email accounts/employees are there within your department?

This information is exempt under Section 31 of the FOI Act for the following reasons:

The Agency like any organisation may be subject to cyber-attacks and, since it holds large amounts of sensitive, personal and confidential information, maintaining the security of this information is extremely important. Cyber-attacks, which may amount to criminal offences for example under the Computer Misuse Act 1990 or the Data Protection Act 1998, are rated as a Tier 1 threat by the UK Government.

In this context, providing requested information would provide information about the Agency's information security systems and its resilience to cyber-attacks. There is a very strong public interest in preventing the Agency's information systems from being subject to cyber-attacks. Providing the type of information requested would be likely to provide attackers with information relating to the state of our cyber security defences, and this is not in the public interest.

If you have a query about the information provided, please reply to this email.

If you disagree with how we have interpreted the Freedom of Information Act 2000 in answering your request, you can ask for an internal review. Please reply to this email, within two months of this reply, specifying that you would like an Internal Review to be carried out.

Please remember to quote the reference number above in any future communications.

If you were to remain dissatisfied with the outcome of the internal review, you would have the right to apply directly to the Information Commissioner for a decision. Please bear in mind that the Information Commissioner will not normally review our handling of your request unless you have first contacted us to conduct an internal review. The Information Commissioner can be contacted at:

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

Yours sincerely

MHRA Customer Experience Centre

Medicines and Healthcare products Regulatory Agency
10 South Colonnade, Canary Wharf, London E14 4PU Telephone 0203 080 6000