



**Gofynner am/  
Please ask for:** Information Governance  
and Compliance

**Tel:** 01443232000

**E-bost/E-mail:** DataProtection@southwales-fire.gov.uk

**Our ref:** IG001062

**Dyddiad/Date:** 10<sup>th</sup> September 2021

## RE: Request for Information held by SWFRS

Your request ref: IG001062 has been dealt with under the Freedom of Information Act 2000.

### You asked us: (Our responses are highlighted in bold text)

I am writing to you under the Freedom of Information Act 2000 to request the following information from South Wales Fire and Rescue Service. Please can you answer the following questions:

1. In the past three years has your organisation:
  - a. Had any ransomware incidents? (An incident where an attacker attempted to, or successfully, encrypted a computing device within your organisation with the aim of extorting a payment or action in order to decrypt the device? ) **We are not aware of any incidents in the last three years.**
    - i. If yes, how many? **N/A**
  - b. Had any data rendered permanently inaccessible by a ransomware incident (i.e. some data was not able to be restored from back up.) **No.**
  - c. Had any data rendered permanently inaccessible by a systems or equipment failure (i.e. some data was not able to be restored from back up.) **No.**
  - d. Paid a ransom due to a ransomware incident / to obtain a decryption key or tool? **No.**
    - i. If yes was the decryption successful, with all files recovered? **N/A**
  - e. Used a free decryption key or tool (e.g. from <https://www.nomoreransom.org/>)?
    - i. If yes was the decryption successful, with all files recovered? **N/A**
  - f. Had a formal policy on ransomware payment? **No although the Security Risk Group has been advised that NCSC guidance is not to do so,**
    - i. If yes please provide, or link, to all versions relevant to the 3 year period. **N/A**
  - g. Held meetings where policy on paying ransomware was discussed? **As per (f.) this advice was communicated to the Security Risk Group and thus to the SIRO**

Pencadlys Gwasanaeth Tân ac Achub De Cymru,  
Parc Busnes Forest View, Llantrisant, Pont-y-clun, CF72 8LX.

Ffôn 01443 232000 • Ffacs 01443 232180  
[www.decymru-tan.gov.uk](http://www.decymru-tan.gov.uk)

Rydym yn croesawu gohebiaeth yn y gymraeg a'r saesneg - byddwn yn ymateb yn gyfartal i'r ddau ac yn ateb yn eich dewis iaith heb oedi.

**CODI YMWHYBYDDIAETH - LLEIHAU PERYGL**

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- h. Paid consultancy fees for malware, ransomware, or system intrusion investigation **No**
    - i. If yes at what cost in each year? **N/A**
  - i. Used existing support contracts for malware, ransomware, or system intrusion investigation? **N/A**
  - j. Requested central government support for malware, ransomware, or system intrusion investigation? **No**
  - k. Paid for data recovery services? **No**
    - i. If yes at what cost in each year? **N/A**
  - l. Used existing contracts for data recovery services? **No**
  - m. Replaced IT infrastructure such as servers that have been compromised by malware? **No**
    - i. If yes at what cost in each year? **N/A**
  - n. Replaced IT endpoints such as PCs, Laptops, Mobile devices that have been compromised by malware? **No**
    - i. If yes at what cost in each year? **N/A**
  - o. Lost data due to portable electronic devices being mislaid, lost or destroyed? **No**
    - i. If yes how many incidents in each year? **N/A. SWFRS are not aware to our knowledge, of any lost data due to portable electronic devices being mislaid, lost or destroyed.**
    - ii.
2. Does your organisation use a cloud based office suite system such as Google Workspace (Formerly G Suite) or Microsoft's Office 365? **Not yet we are currently in the middle of a migration project.**
- a. If yes is this system's data independently backed up, separately from that platform's own tools? **Yes that is the intention as our current tool is capable of that.**
3. Is an offsite data back-up a system in place for the following? (Offsite backup is the replication of the data to a server which is separated geographically from the system's normal operating location site.) **Yes we have offsite backups.**
- a. Mobile devices such as phones and tablet computers **No**
  - b. Desktop and laptop computers **No**
  - c. Virtual desktops **No**
  - d. Servers on premise **Some critical servers**
  - e. Co-located or hosted servers **Sometimes depending on criticality and function**
  - f. Cloud hosted servers **Sometimes depending on criticality and function**
  - g. Virtual machines **Yes where business critical**
  - h. Data in SaaS applications **Yes where business critical data is contained in them – this forms part of the supply contract**
  - i. ERP / finance system **Yes we have offsite backups for all Virtual machines as in 3.g.**
  - j. We do not use any offsite back-up systems **N/A**
4. Are the services in question 3 backed up by a single system or are multiple systems used? **Multiple systems**

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5. Do you have a cloud migration strategy? If so is there specific budget allocated to this? **Not as yet**
6. How many Software as a Services (SaaS) applications are in place within your organisation? **2**
  - a. How many have been adopted since January 2020? **None**

Please provide the information requested in the form of an email.

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.

If you can identify any ways that my request could be refined I would be grateful for any further advice and assistance.

If you have any queries regarding your Freedom of Information request, please contact us at [Dataprotection@southwales-fire.gov.uk](mailto:Dataprotection@southwales-fire.gov.uk) quoting the reference number above in any future communication.

If you are dissatisfied with the way that your information request has been handled, you can request an internal review by emailing [Dataprotection@southwales-fire.gov.uk](mailto:Dataprotection@southwales-fire.gov.uk)

We would like to thank you for your patience at this time.

If you remain dissatisfied with the handling of your request, you have the right to appeal to the Information Commissioner at:

Information Commissioner's Office-Wales,  
2nd Floor,  
Churchill House,  
Churchill Way,  
Cardiff,  
CF10 2HH.

There is no charge for making an appeal.

Yours Faithfully  
**Joanne Goodhind**  
Information Governance and Compliance

**[Dataprotection@southwales-fire.gov.uk](mailto:Dataprotection@southwales-fire.gov.uk)**

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### **UPDATE COVID-19: Information Requests**

We are kindly asking that any data protection correspondence come to Information Governance & Compliance via email, as due to Government advice many of our support staff are working flexibly and we may not be in receipt of physical post as normal. SWFRS anticipates that it may take us longer than 20 working days to complete Freedom of Information Requests and Subject Access Requests. The Information Commissioner recognises that there might be delays as our services and resources may be being utilised in slightly different ways, under the current unprecedented circumstances. At current, we are no longer accepting physical postal cheques, however we can accept BACs payments for items that carry a fee (such as IRS Reports and Interviews, where appropriate following standard procedure and charges).

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