



30 January 2019

Information Rights & Compliance Team  
99 Waverley Road  
St Albans  
Hertfordshire  
AL3 5TL

Tel: 01727 804954  
Email: [Hpkt.foi@nhs.net](mailto:Hpkt.foi@nhs.net)

Our Ref: FOI 3157

Thank you for your request concerning training on phishing emails and data security.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

**1. Does the organisation have training that covers:**

**a) Recognising and reporting Phishing emails**

Yes

**b) Recognising Tailgating and how to respond (challenging strangers, checking for ID etc)**

Yes

**c) Disposal of confidential information**

Yes

**d) Dangers of using USB sticks being given away or finding one that looks like it has been dropped**

Yes

**2. Does the organisation allow the use of USB sticks?**

Yes

**3. Does the organisation deliver specialised training to key staff (those staff that could be targeted as part of a phishing email campaign, i.e. finance, execs etc.)?**

Training is delivered to all staff.

**4. Does the organisation perform confidentiality audits as per the Data Security & Protection Toolkit?**

Yes

**Can you also answer relating to the audits?**

1. **Where the audits are undertaken would these be organised with the local team manager or the head of department i.e. the director etc.?**

Yes

2. **Would an audit ever be carried out unannounced?**

Yes

3. **Do you have a policy / procedure of how to conduct the audit? – if so can you supply a copy.**

Yes – Please see attached action plan

4. **Do you record the results on a checklist / report and return the key contact? – if so can you supply a blank copy.**

Yes – Please see attached action plan

5. **Does the organisation have confidential waste receptacles placed through the entire organisation and are they regularly emptied?**

Yes

5. **Does the organisations Exec board receive board level training relating to Cyber Awareness?**

Yes

6. **How does the organisation provide Data Security & Protection Training to staff; does the organisation use (please select all the options that are applicable):**

- a. Third party application package
- b. Third party Trainer / class room
- c. eLearning for Health Data Security Awareness
- d. In house developed package
- e. Combination of any of the above      X

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

*Sue Smith*

**Sue Smith  
Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

