



East London

NHS Foundation Trust

Information Governance

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13 November 2024

Our reference: FOI DA5607

I am responding to your request for information received 18 September 2024. I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Information Rights Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

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

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request: Please provide the following information for the previous 12 months:

Question 1: The number of confirmed data protection breaches which have occurred due to errors involving the use of email. This would include (but not limited to) such things as a member of staff sending an email to an unintended recipient, or attaching the wrong document.

Answer: A total of 36 potential data protection breaches were reported from 1 August 2023 to 31 July 2024, due to errors involving emails.

Question 2: If possible, within the cost threshold, please break this down to include breaches limited to within your organisation, those within the NHS or to a Trusted organisation and those outside the health system (e.g. Shared with the wrong patient). If not, please provide overall figures.

If you have 12 months of information already recorded but for a different time period (e.g. For 2023 calendar year) then please do provide these figures rather the previous 12 months.

Answer: Please see table below:

Category of data breach	Number of potential breaches reported from 1 August 2023 to 31 July 2024
Data sent by email to incorrect recipient outside of the NHS	10
Data sent by email to incorrect recipient with another Trust email	4
Data sent by email to incorrect recipient within the Trust	9
Failure to attach correct attachment	4
Failure to redact some data from correct attachment	4
Failure to use bcc when sending email	5



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