



Loch Lomond & The Trossachs National Park Authority
Carrochan
Carrochan Road
Balloch
G83 8EG

FOI Ref: 2021\024

23rd September 2021

REQUEST UNDER FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

We refer to your request for information, received by email on 31st August 2021. Your specific requests and the Park Authority's response are provided below.

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?)"**
 - b. **"If yes, how many?"**

The National Park Authority has had no ransomware incidents in the past three years. Accordingly, we have to advise you under section 17(1)(b) of the Act, that there is no information held.

- c. **"Had any data rendered permanently inaccessible by a ransomware incident (i.e. some data was not able to be restored from back up.)"**

The National Park Authority has had no ransomware incidents in the past three years. Accordingly, we have to advise you under section 17(1)(b) of the Act, that there is no information held.

- d. **"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.)"**

The National Park Authority has had no data rendered permanently inaccessible by a systems or equipment failure. Accordingly, we have to advise you under section 17(1)(b) of the Act, that there is no information held.

- e. **“Paid a ransom due to a ransomware incident / to obtain a decryption key or tool? “**
 - i. **“If yes was the decryption successful, with all files recovered?”**
- f. **“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?”**

The National Park Authority has had no ransomware incidents in the past three years. Accordingly, we have to advise you under section 17(1)(b) of the Act, that there is no information held.

- g. **“Had a formal policy on ransomware payment?”**
 - i. **“If yes please provide, or link, to all versions relevant to the 3 year period.”**

The National Park Authority has no formal policy on ransomware payment. Accordingly, we have to advise you under section 17(1)(b) of the Act, that there is no information held.

- h. **“Held meetings where policy on paying ransomware was discussed?”**
No
- i. **“Paid consultancy fees for malware, ransomware, or system intrusion investigation” - No**
 - i. **“If yes at what cost in each year?” - N/A**
- j. **“Used existing support contracts for malware, ransomware, or system intrusion investigation?” - No**
- k. **“Requested central government support for malware, ransomware, or system intrusion investigation?” - No**
- l. **“Paid for data recovery services?” - No**
 - i. **“If yes at what cost in each year?” - N/A**
- m. **“Used existing contracts for data recovery services?” - No**

The National Park Authority has had no ransomware incidents in the past three years. We have therefore had no reason to pay consultancy fees, use support contracts, request government support or pay for data recovery services. Accordingly, we have to advise you under section 17(1)(b) of the Act, that there is no information held.

- n. **“Replaced IT infrastructure such as servers that have been compromised by malware?” - No**
 - i. **“If yes at what cost in each year?” - N/A**
- o. **“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**

The National Park Authority has had no ransomware incidents in the past three years. We have therefore had no reason to replace IT infrastructure or IT endpoints. Accordingly, we have to advise you under section 17(1)(b) of the Act, that there is no information held.

- p. **“Lost data due to portable electronic devices being mislaid, lost or destroyed?”**

i. “If yes how many incidents in each year?”

The National Park Authority has had no loss of data due to portable electronic devices being mislaid, lost or destroyed. Accordingly, we have to advise you under section 17(1)(b) of the Act, that there is no information held.

2. “Does your organisation use a cloud based office suite system such as Google Workspace (Formerly G Suite) or Microsoft’s Office 365?”

a. “If yes is this system’s data independently backed up, separately from that platform’s own tools?”

The National Park Authority uses Microsoft Office 365. It is independently backed up.

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.)”

a. “Mobile devices such as phones and tablet computers” - No

b. “Desktop and laptop computers” - No

c. “Virtual desktops” - No

d. “Servers on premise” - Yes

e. “Co-located or hosted servers” - N/A

f. “Cloud hosted servers” - N/A

g. “Virtual machines - Yes, for virtual servers

h. “Data in SaaS applications” - Yes, cloud based office suite only

i. “ERP / finance system” - Yes

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

5. “Do you have a cloud migration strategy?” - No If so is there specific budget allocated to this? - N/A

6. “How many Software as a Services (SaaS) applications are in place within your organisation?” - 18

7. “How many have been adopted since January 2020?” - 5

Yours sincerely

**Information Management
Loch Lomond and the Trossachs National Park Authority**

LOCH LOMOND & THE TROSSACHS NATIONAL PARK AUTHORITY

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Review Procedure

If you are dissatisfied with this decision, or the way in which the Authority has dealt with your request, you are entitled to require the Authority to review its decision. Please note that in order for a review to take place you are required to:

- Send your request for review in writing, setting out in full the reasons why you are requesting a review.
- Submit your review request within 40 working days of either the date on which you received a response from the Authority or the date by which you should have received a response under the terms of the Freedom of Information (Scotland) Act 2002, whichever is the later.
- address your review request to:

Information Manager
Loch Lomond & The Trossachs National Park Authority
National Park Headquarters
Carrochan
Carrochan Road
Balloch
G83 8EG
E-mail: info@lochlomond-trossachs.org

The review will be handled by staff who were not involved in the original decision. You will receive notice of the result of your review within 20 working days.

If you are not satisfied with the response to your request for review, you can contact the Scottish Information Commissioner, the independent body which oversees the Freedom of Information (Scotland) Act 2002, at:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS
Tel: 01334 464610
Website: www.itspublicknowledge.info
E-mail: enquiries@itspublicknowledge.info

Online appeal portal: www.itspublicknowledge.info/Appeal