



THE BRITISH LIBRARY

96 Euston Road  
London  
NW1 2DB

T +44 (0)330 333 1144  
www.bl.uk

THE WORLD'S KNOWLEDGE

Rebecca Moody  
request-806006-a8008b2e@whatdotheyknow.com

03 December 2021

Dear Rebecca

## **FREEDOM OF INFORMATION ACT 2000 – REQUEST 2181**

Thank you for your request for information, which we received on 12 November 2021. You asked us the following questions, which we have answered below.

The date range for the requests is from 2018 to present day. The data shall include a breakdown by year and by individual departments (e.g. separate departments, agencies, or public bodies within the main government agency), if applicable.

**1. How many malicious emails have been successfully blocked?**

The British Library does not hold this information; our systems monitor our traffic in real time, and we only retain associated statistical data for 30 days. From this monthly information we estimate that our systems block approximately 2.1 million malicious emails per year.

**2. What percentage of malicious emails were opened by staff?**

The British Library does not hold this information.

**3. What percentage of malicious links in the emails were clicked on by staff?**

The British Library does not hold this information.

**4. How many ransomware attacks were blocked by the department?**

The British Library does not hold this information; our systems monitor our traffic in real time, and we only retain associated statistical data for 30 days.

**5. How many ransomware attacks were successful?**

The British Library suffered one successful ransomware event in March 2018, which was quickly isolated and caused no loss of data or material disruption to our services.

Stephanie Hughes  
Information Compliance Assistant  
T +44 (0)20 7412 7234 stephanie.hughes@bl.uk



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If you are unhappy with our response to your request and wish to make a complaint or request a review of our decision, you should write to:

The Chief Executive  
The British Library  
96 Euston Road  
London  
NW1 2DB

Please note, complaints and requests for internal review received more than two months after the initial decision will not be handled.

If you are not content with the outcome of the internal review, you may appeal directly to the Information Commissioner at the address given below. You should do this within two months of our final decision. There is no charge for making an appeal.

Further information on the Freedom of Information Act 2000 is available from the Information Commissioner's Office:

Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

Telephone 0303 123 1113 or 01625 54 57 45

Website <https://ico.org.uk/>

Yours sincerely

Stephanie Hughes

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