



**Sent by Email:**

To: Keith Taynton  
request-312196-  
32b5cd96@whatdotheyknow.com

Knowledge Management Team  
Hampshire Fire and Rescue Service HQ  
Leigh Road  
Eastleigh  
Hampshire  
SO50 9SJ

Direct Dial Tel: 023 8062 6850  
Fax: 023 8062 6718  
Email: [FOI@hantsfire.gov.uk](mailto:FOI@hantsfire.gov.uk)

Date: 29 01 2016

Enquiries To: Natasha O'Gorman

My Reference: 113 15-16

Extension: 3945

Your Reference: FOI

Dear Mr Taynton

**Freedom of Information Act 2000**

I am writing in respect to your recent application for the release of information held by the Authority.

You asked:

Please state how many times software files have been encrypted by "cryptoware" or ransomware that infects a machine and encrypts files.

We do not use Cryptoware

State how many times you have paid ransoms to unencrypt the files

N/A

State the total cost of these ransoms, if any

N/A

Any future correspondence you may have with HFRS in relation to this matter should be sent to the Information Governance and Audit Co-ordinator at the above address.

If for whatever reason you are unhappy with our response to your application you are entitled to pursue any dissatisfaction through Hampshire Fire and Rescue Service Complaints Team. The Complaints Team can be contacted by writing to Hampshire Fire and Rescue Service, Headquarters, Leigh Road, Eastleigh, Hampshire, SO50 9SJ.



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Should you still remain dissatisfied you can appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.

Yours sincerely

Hampshire Fire and Rescue Service Information Governance & Audit Co-ordinator  
Data Protection, Freedom of Information & Environmental Information Regulations