



FREEDOM OF INFORMATION REQUEST



Request Number: FOI-2023-00314

Keyword: Organisational Information Technology and Equipment

Subject: Malicious Email Volume

Request and Answer:

Your request for information has now been considered. In respect of Section 1(1)(a) of the Act we can confirm that the Police Service of Northern Ireland does hold some information to which your request relates and this is being provided to you. We do not however hold information in relation to request numbers 3 or 4 below. We have also provided you with links to guidance issued by the Information Commissioner’s Office which we have followed in responding to your request.

Request 1

The date range for the request is for 2022. The data shall include a breakdown by individual departments (e.g. separate departments, agencies, or public bodies within the main government agency), if applicable. Where data is not available for the entire year, please provide the data and timescale it relates to (e.g. X emails over the last 90 days).

How many malicious emails have been successfully blocked/detected?

Request 2

If possible, please provide a breakdown of figures by malicious email type, e.g. spam, malware, phishing, and ransomware.

Answer 1 & 2

Please see below a table with number of malicious emails blocked by PSNI in 2022 divided by month.

Please note, PSNI does not hold requested information divided by the departments as the boundary systems only checks the inbound mail before forwarding to the corporate email exchange for internal delivery. Also due to system changes and limitations we are unable to retrieve data for January – February 2022 broken down into outbound and inbound emails.

Inbound and Outbound 2022		
Month	Categories	Mail Filtering Events
Jan	Spam	6703
	Virus	3
Feb	Spam	102801
	Virus	1170

Inbound Emails in 2022		
Month	Categories	Mail Filtering Events
Mar	Spam	10669
	Virus	7016
Apr	Spam	6280
	Virus	837
May	Spam	6198
	Virus	3646
Jun	Spam	6129
	Virus	1580
Jul	Spam	6948
	Virus	1071
Aug	Spam	10754
	Virus	600
Sep	Spam	10826
	Virus	717
Oct	Spam	11247
	Virus	3578
Nov	Spam	11885
	Virus	5302
Dec	Spam	11442
	Virus	6014
	TOTAL INBOUND SPAM	92378
	TOTAL INBOUND VIRUS	30361

Outbound Emails in 2022		
Month	Categories	Mail Filtering Events
Mar	Spam	46589
Apr	Spam	50324
May	Spam	57547
Jun	Spam	53760
Jul	Spam	50888
Aug	Spam	58192
Sep	Spam	67236
Oct	Spam	65208
Nov	Spam	64778
Dec	Spam	53111
	TOTAL OUTBOUND SPAM	567633

Request 3

What percentage of malicious emails were opened by staff?

Request 4

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

Answer 3 & 4

PSNI does not hold the information you seek access to. Extended searches within Service did not return any data that could be used to answer Request 3 nor 4.

Request 5

How many email accounts/employees are there within your department?

Clarification Sought:

Can you clarify what you are asking for in Request 5: How many email accounts/employees are there within your department? Does your request relate to a particular department or do you mean all of the officers and staff within the PSNI?

Clarification Received

We are referring to anyone who has an email account within all departments of the PSNI. If you can provide a breakdown by department, this would be great, but otherwise, just the total number of employees for the PSNI will do.

Answer 5

PSNI currently employs 2488 members of staff, including temporary workers, and 6721 police officers in addition to 198 part-time officers.

If you have any queries regarding your request or the decision please do not hesitate to contact me on 028 9070 0164. When contacting the Corporate Information Branch, please quote the reference number listed at the beginning of this letter.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter. In the event that you require a review to be undertaken, you can do so by writing to the Corporate Information Manager, Corporate Information Branch, PSNI Headquarters, 65 Knock Road, Belfast, BT5 6LE or by emailing foi@psni.police.uk.

If, following an Internal Review carried out by an independent decision maker, you remain unhappy about how your request has been handled you have the right to apply in writing to the Information Commissioner, under Section 50 of the Freedom of Information Act, at 'Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. There are a number of other platforms you can use to contact the ICO and these can be found on the ICO's website at the following link: [Make a complaint | ICO \(https://ico.org.uk/make-a-complaint/\)](https://ico.org.uk/make-a-complaint/).

In most circumstances, the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out however, the Commissioner has the option to investigate the matter at their discretion.

Please be advised that PSNI replies under Freedom of Information may be released into the public domain via our website @ www.psni.police.uk

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.