

Freedom of Information Request

Reference Number: [EPUT.FOI.24.3562](#)
Date Received: 04/06/2024

Information Requested:

LAN

- a1 Which primary LAN hardware do you use (eg Extreme, Juniper, Cisco)
- a2 When did you last conduct a major refresh of this infrastructure/how many devices?
- a3 Who is the reseller or supplier of this LAN hardware?
- a4 Who maintains the LAN?
- a5 When is your maintainance renewal/expiry date ?
- a6 Have you recently reviewed/when are you next reviewing this infrastructure?

WLAN Wireless LAN

- b1 Which primary WLAN hardware do you use (eg Extreme, Juniper, Cisco)
- b2 When did you last conduct a major refresh of this infrastructure/how many devices?
- b3 Who is the reseller or supplier of this WLAN hardware?
- b4 Who maintains the WLAN?
- b5 When is your maintainance renewal/expiry date ?
- b6 Have you recently reviewed/when are you next reviewing this infrastructure?

Data Centre

- c1 Which primary data centre hardware do you use (eg Extreme, Juniper, Cisco)
- c2 When did you last conduct a major refresh of this infrastructure/how many devices?
- c3 Who is the reseller or supplier of this data centre hardware?
- c4 Who maintains the data centre equipment?
- c5 When is your contract renewal/expiry date ?
- c6 Have you recently reviewed/when are you next reviewing this infrastructure?
- c7 Which DC compute technology do you use? (eg HP, Lenovo, Supermicro)
- c8 Which DC storage technology do you use? (eg netapp, dell, IBM)

WAN/Internet Connectivity

- d1 Who provides your WAN (eg BT, Virgin)
- d2 Who provides your internet connectivity (eg BT, Virgin)
- d3 When is your maintainance renewal/expiry date ?
- d4 Who provides your SD-WAN (eg Palo Alto, Meraki)
- d5 Do you plan to introduce SD-WAN in the future?
- d6 Have you recently reviewed/when are you next reviewing this infrastructure?
- d7 Which hypervisor do you use (eg VMware)

SIP

- e1 Which SIP carrier do you use (eg BT, Gamma, Virgin)
- e2 Who provides/resells this SIP?
- e2 How many SIP channels do you have
- e3 When is your contract renewal/expiry date ?
- e4 Have you recently reviewed/when are you next reviewing this service?

Mobile

- f1 Which Mobile carrier do you use (eg Vodafone)
- f2 Who provides/resells this service ?
- f2 How many mobile connections do you have
- f3 When is your contract renewal/expiry date ?
- f4 Have you recently reviewed/when are you next reviewing this service?

Telephony

- g1 Which phone systems do you use (eg Mitel, Avaya, 8x8)
- g2 When was the current system installed?
- g3 Is this on premise or cloud based?
- g4 How many users?
- g5 When is your contract renewal/expiry date ?
- g6 Have you recently reviewed/when are you next reviewing this service?

Teams Phone System

- h1 Do you use Microsoft for PSTN calling?
- h2 Which types of Microsoft telephony do you use (eg Calling plan, Skype, Operator Connect, Direct routing)
- h3 How many users?
- h4 If you dont currently use, are you looking to implement ?
- h5 Have you recently reviewed/when are you next reviewing this service?

Contact centre

- i1 Which contact centre systems do you use (eg Genesys, Avaya, Enghouse)
- i2 When was the current system installed?
- i3 Is this on premise or cloud based?
- i4 How many agents?
- i5 When is your contract renewal/expiry date ?
- i6 Have you recently reviewed/when are you next reviewing this service?

Response:

This information is exempt under Section 31 (1a) of the Freedom of Information Act as disclosure would, or would be likely to, prejudice the prevention or detection of crime. Essex Partnership NHS Foundation Trust believe that releasing this information would enable cyber criminals to identify and take advantage of any weaknesses within the security of trust services. This would put patient & trust information at risk, including clinical, financial, and sensitive personal data.

We therefore apply section 31(1)(a). Section 31 is a qualified exemption, so we have considered the public interest, but we believe that on this occasion the risk to data outweighs the public interest in cyber security concerns.

In an effort to ensure that the Trust does not receive unsolicited communications and/or any potential malicious malware, the Trust does not routinely publish the names or contact details of staff other than those publicly available through our Trust website.

Any staff details disclosed will be at senior level only and should not be used for the purpose of unsolicited communications or marketing purposes (in accordance with The Privacy and Electronic Communication Regulations, PECR) as well as ICO (Information Commissioner's Office) guidance.

The Trust considers the staff names to be personal information which is exempt under Section 40 (Personal Information) of the Act.

Applied Exemptions:

31 Law enforcement.

(1) Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice—

- (a) the prevention or detection of crime,
- (b) the apprehension or prosecution of offenders,
- (c) the administration of justice,
- (d) the assessment or collection of any tax or duty or of any imposition of a similar nature,
- (e) the operation of the immigration controls,
- (f) the maintenance of security and good order in prisons or in other institutions where persons are lawfully detained,
- (g) the exercise by any public authority of its functions for any of the purposes specified in subsection (2),
- (h) any civil proceedings which are brought by or on behalf of a public authority and arise out of an investigation conducted, for any of the purposes specified in subsection (2), by or on behalf of the authority by virtue of Her Majesty's prerogative or by virtue of powers conferred by or under an enactment, or
- (i) any inquiry held under the [F1Inquiries into Fatal Accidents and Sudden Deaths etc. (Scotland) Act 2016] to the extent that the inquiry arises out of an investigation conducted, for any of the purposes specified in subsection (2), by or on behalf of the authority by virtue of Her Majesty's prerogative or by virtue of powers conferred by or under an enactment.

(2) The purposes referred to in subsection (1)(g) to (i) are—

- (a) the purpose of ascertaining whether any person has failed to comply with the law,
- (b) the purpose of ascertaining whether any person is responsible for any conduct which is improper,
- (c) the purpose of ascertaining whether circumstances which would justify regulatory action in pursuance of any enactment exist or may arise,
- (d) the purpose of ascertaining a person's fitness or competence in relation to the management of bodies corporate or in relation to any profession or other activity which he is, or seeks to become, authorised to carry on,
- (e) the purpose of ascertaining the cause of an accident,

- (f) the purpose of protecting charities against misconduct or mismanagement (whether by trustees or other persons) in their administration,
 - (g) the purpose of protecting the property of charities from loss or misapplication,
 - (h) the purpose of recovering the property of charities,
 - (i) the purpose of securing the health, safety and welfare of persons at work, and
 - (j) the purpose of protecting persons other than persons at work against risk to health or safety arising out of or in connection with the actions of persons at work.
- (3) The duty to confirm or deny does not arise if, or to the extent that, compliance with section 1(1)(a) would, or would be likely to, prejudice any of the matters mentioned in subsection (1).

Section 40 (Personal information):

- (1) Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.
- (2) Any information to which a request for information relates is also exempt information if—
 - (a) it constitutes personal data which do not fall within subsection (1), and
 - (b) either the first or the second condition below is satisfied.
- (3) The first condition is—
 - (a) in a case where the information falls within any of paragraphs (a) to (d) of the definition of “data” in section 1(1) of the Data Protection Act 2018, that the disclosure of the information to a member of the public otherwise than under this Act would contravene—
 - (i) any of the data protection principles, or
 - (ii) section 10 of that Act (right to prevent processing likely to cause damage or distress), and
 - (b) in any other case, that the disclosure of the information to a member of the public otherwise than under this Act would contravene any of the data protection principles if the exemptions in section 33A(1) of the Data Protection Act 2018 (which relate to manual data held by public authorities) were disregarded.
- (4) The second condition is that by virtue of any provision of Part IV of the Data Protection Act 2018 the information is exempt from section 7(1)(c) of that Act (data subject’s right of access to personal data).
- (5) The duty to confirm or deny—
 - (a) does not arise in relation to information which is (or if it were held by the public authority would be) exempt information by virtue of subsection (1), and
 - (b) does not arise in relation to other information if or to the extent that either—
 - (i) the giving to a member of the public of the confirmation or denial that would have to be given to comply with section 1(1)(a) would (apart from this Act) contravene any of the data protection principles or section 10 of the Data Protection Act 2018 or would do so if the exemptions in section 33A(1) of that Act were disregarded, or
 - (ii) by virtue of any provision of Part IV of the Data Protection Act 2018 the information is exempt from section 7(1)(a) of that Act (data

subject's right to be informed whether personal data being processed).

- (6) In determining for the purposes of this section whether anything done before 24th October 2007 would contravene any of the data protection principles, the exemptions in Part III of Schedule 8 to the Data Protection Act 2018 shall be disregarded.
- (7) In this section— “the data protection principles” means the principles set out in Part I of Schedule 1 to the Data Protection Act 2018, as read subject to Part II of that Schedule and section 27(1) of that Act;
- “data subject” has the same meaning as in section 1(1) of that Act;
 - “personal data” has the same meaning as in section 1(1) of that Act.

Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT's Publication Scheme is located on its Website at the following link <https://eput.nhs.uk>