Reference: 1817210

Freedom of Information request: Right to know request

Thank you for your request for information about cyber security incidents.

We received this request on cyber security incidents on 6 May 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request and our response

I am seeking information from the UK's statutory regulators that have responsibilities for cyber security matters in their economic sectors. In this context, I request the following information please, concerning Ofcom's responsibilities for cyber security/ information security:

1. The number or volume of reports of cyber security or information security incidents or breaches that have been reported to Ofcom by regulated entities, per annum for the five years to date.

"Cyber" incidents may be reported to us under a few areas that we regulate including under the Communications Act 2023 (as amended by the Telecommunications (Security) Act 2021) and the NIS Regulations 2018. Please note that under these specific regimes, there are different thresholds that need to be met for the providers to report incidents to us.

Under the NIS Regulations, there has only been one incident reported in the last 5 years (please also see these previous FOI responses published here: Networks-and-systems-regulation-incidents.pdf and NIS-Regulations-Incidents.pdf

We publish a summary of incidents reported to us each year in our Connected Nations report pursuant to work we do under the Communications Act 2003.

You will find further information on this on our website, including on the following pages:

- https://www.ofcom.org.uk/__data/assets/pdf_file/0022/273721/connected-nations-2023-uk.pdf: Pages 61 to 62 in particular talk about cyber security compromises.
- Our network security and network resilience work is outlined in this document: https://www.ofcom.org.uk/phones-telecoms-and-internet/information-for-industry/network-security-and-resilience/our-work
- Page 56 of this Connect Nations report: Connected Nations 2022 - UK report (ofcom.org.uk)
- Previous 6 years' Connect Nations reports can be found here: Connected Nations and infrastructure reports - Ofcom

2. The number of volume of regulatory investigations that have commenced by Ofcom into cyber security or information security incidents or breaches, per annum for the five years to date; and

3. The number or volume of enforcement actions taken or imposed for cyber security or information security incidents or breaches per annum by Ofcom for the five years to date, broken down by enforcement action type (e.g., words of advice, reprimands, changes to licence conditions, fines).

We have interpreted question 2 as asking about how many investigations we opened, and question 3 is in effect asking how many of these led to specific enforcement action or sanctions.

The information on our investigations and any actions or sanctions that result from these is published on our Enforcement Bulletin - this page lists our current investigations and what the outcome was.

I hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to complain to the Information Commissioner's Office.