

**Our Reference: 2544**

FOI Request dated 17/01/2022 as follows –

*Please provide me with the total number of malicious emails blocked by your organisation over the last three calendar years (2021, 2020, 2019) broken down by year and categorised accordingly.*

*Example:*

2020

- 23,000 suspected phishing emails
- 250,000 spam emails
- 13,000 malware

**Response**

Our current reporting system for this particular data would require an extensive manual check for three years of data which would exceed the FOI Cost Limit of 18 hours work. Therefore S12 of the Act applies.

Section 12 – Exemption where cost of compliance exceeds the appropriate limit.

s1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the ‘appropriate limit’ (18 – hours).

Activities that may be counted within our time estimations are:

- Determining if the information is held;
- Locating the information, or a document containing it;
- Retrieving the information, or a document containing it; and
- Extracting the information from a document containing it.

The following have not been included within our calculations:

- The time spent identifying information to be exempted
- The time dedicated to the process of redaction.

Please take this as a refusal notice in accordance with section 17(5) of the Act which states; A public authority which, in relation to any request for information, is relying on a claim that section 12 or 14 applies must, within the time for complying with section 1(1), give the applicant a notice stating that fact.