

By email

24 August 2023

Case reference: IC-247962-M8M3

We are now in a position to respond to your information request.

Request

"Under the Freedom of Information Act 2000, I would like to know:

The number of cyber attacks/data breaches that were reported to the ICO by financial services companies, broken down by which ever financial services subsectors you use internally for gathering data on cyber attacks/data breaches

I would like this data as a total for each of the last two years, with June 30 as year-end. If this is not possible then please use the year-end used internally by the organisation.

I am aware that you hold some of this information on your website, but not all of the data I require..."

We have handled your request under the Freedom of Information Act 2000 (FOIA).

Our response

We publish details about the data protection breaches reported to us on our website [here](#). On our self-reported personal data breach casework datasets we provide the date received, sector, subsector, organisation name and whether it was a cyber or non-cyber related incident.

We also publish information about the data security breaches reported to us in the form of an interactive dashboard on our website [here](#). Further information on our operational performance in this area can be found in our annual reports [here](#).

With regards to the details you are seeking, please find below the information within scope of your request. This is the number of self-reported data protection breach cases received for the time period 1 July 2021 to 30 June 2022 and 1 July 2022 to 30 June 2023 for organisations that have been recorded as being within the 'finance, insurance and credit sector', broken down by the subsectors within this category. We do not use any further subsectors for this category.

The information provided in the table below reflects the data taken from our casework management system on the date extracted and can be subject to change over time. This is more likely to occur in recent casework which has not yet concluded. Please note, there may be instances where we have received a notification from a financial services company but the sector has not yet been filled in or they have been put into a different sector.

The columns 'Don't know', 'No' and 'Yes', are inputted on to the case in response to the information provided by the organisation about whether the incident was a cyber attack. 'Not provided' is where this category has been left blank. 'Unassigned' means that the subsector has not been inputted.

July 2021 to June 2022					
Sector and subsector	(Cyber attack) Don't know	No	Not Provided	Yes	Total
Finance, insurance and credit	8	483	2	261	754
Accountancy and Payroll	0	51	0	57	108
Banks and Building Societies	1	78	0	14	93
Claims management	0	4	0	1	5
Credit intermediaries	0	6	0	0	6
Credit referencing	0	2	0	0	2
Debt collection/tracing	0	5	0	1	6
Financial services and advice	4	171	1	122	298
Industry associations	1	0	0	0	1
Insolvency Practitioners	0	8	1	6	15
Insurance	1	89	0	38	128
Lenders	0	23	0	9	32
Payment services	0	5	0	2	7
Pensions	1	30	0	6	37
Unassigned	0	11	0	5	16

July 2022 to June 2023					
Sector and subsector	(Cyber attack) Don't know	No	Not Provided	Yes	Total
Finance, insurance and credit	7	453	7	731	1198
Accountancy and Payroll	2	64	0	57	123
Banks and Building Societies	0	76	1	38	115
Claims management	0	6	0	3	9
Credit intermediaries	0	0	0	0	0
Credit referencing	0	3	0	5	8
Debt collection/tracing	0	4	0	17	21
Financial services and advice	2	158	4	176	340
Industry associations	0	0	0	2	2
Insolvency Practitioners	0	11	1	7	19
Insurance	0	60	0	108	168
Lenders	0	21	1	15	37
Payment services	3	15	0	43	61
Pensions	0	23	0	246	269
Unassigned	0	12	0	14	26

This concludes our response to your request. We hope you found this information helpful.

Next steps

You can ask us to review our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days. You can read a copy of our full review procedure [here](#).

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority. You can [raise a complaint through our website](#).

Your information

Our [Privacy notice](#) explains what we do with the personal data you provide to us, and set out your rights. Our retention schedule can be found [here](#).

Yours sincerely



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**For information about what we do with personal data
see our [privacy notice](#)**