MEMORDANDUM

Hammersmith Medicines Research

**FROM:** Clinical Director

**TO:** All Staff

**Date:** April 28, 2025

**RE:** Recent Maze Cyberattack/Ransom

Most of you are aware that Hammersmith Medicines Research was hit by a cyberattack by the group known as Maze last week. We initially thought that no data was stolen as our systems went back online almost immediately. However, the hackers have since contacted leadership asking for a ransom for the data and have published a small amount of patient information to prove it is not a bluff.

At this time, we do not plan on giving in to ransom attempts. We know that this is a difficult situationa and keep our patients at top of mind when making any decisions. However, because we cannot prove Maze will ever totally eliminate the information stolen and to curb the appeal of future cybercrime, no ransom will be paid for this attack or any in the future. Ultimately, this decision is in the best interest of our patients who trust us not only with their health but also their private information.

We are unsure of how Maze was able to access our data system at this time. However, we are hiring “white hat hackers” to help us find and patch weaknesses in our security to reduce the risk of this happening in the future. In the meantime, we are updating our requirements for staff logins, including multi-factor authentication using a smart phone application and changing passwords to be 8-16 characters of mixed type and not including common phrases or words. Additionally, we will be changing out older internet-connected technologies for newer ones to keep our IoT more secure. This also means we are installing a new wifi for staff to use their personal devices on that is separate from company devices and wifi. Finally, please be aware of phishing attempts through email, text, or other means and send suspicious activity to our IT department for further review.