

The Rt Hon The Lord Keen of Elie KC  
The Lord Marks of Henley-on-Thames KC  
House of Lords  
London  
SW1A 0AA

MoJ ref: 124371

28 May 2025

Dear Lord Keen and Lord Marks,

### **LEGAL AID AGENCY CYBER-SECURITY INCIDENT**

I am writing to update you and offer some clarifications regarding the Legal Aid Agency (LAA) cyber-security incident, following the oral statement repeat on Tuesday 20 May.

Lord Marks asked if there were any plans to establish a helpline for individuals seeking advice about the incident. I can now confirm that today (Tuesday 27 May) the LAA has set up a dedicated helpline for members of the public who are concerned they may have been affected by the LAA data breach.

His Majesty's Courts and Tribunal Service (HMCTS) is working with the LAA to facilitate this by standing up an operational call centre team to handle telephone calls.

This service will be available Monday to Friday, 9am to 5pm. This will allow LAA staff to focus on delivering contingency arrangements and subsequently on recovery.

Further, in the discussion, you both referenced that medical records or information had been accessed. I responded that "as far as we are aware, there are no medical records contained within this system". I wish to make clear that in the MoJ's analysis of the exfiltrated (i.e. accessed and downloaded) data, we have seen no evidence of medical *records* being compromised. Some of the data that has been exfiltrated contains codes for disability, which are included as part of our equality monitoring process. These disability codes could fall under the definition of medical *information* (though more accurately health and disability information).

I also said that the devolved governments in Northern Ireland and Scotland had been informed and kept aware of the incident. I wish to clarify that the LAA has been in contact with the Scottish Legal Aid Board, as they share a digital service, but the LAA has not contacted the Legal Services Agency Northern Ireland, as there is no operational need to do so.

I trust these clarifications are helpful. As I said in the House last week, we will keep Parliament updated as the situation develops.

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I am placing a copy of this letter in the library of the House of Lords.

Kind regards,

A handwritten signature in dark ink, appearing to read 'Ponsonby', is centered on the page. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

**LORD PONSONBY OF SHULBREDE**

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