

20 October 2025

Dear

**ATISN 25179: Hwb – Microsoft Defender XDR**

**Information requested**

Thank you for your request, which I received on 23 September 2025. You have requested information under the Freedom of Information Act, specifically copies of any correspondence (including emails, letters, reports, or meeting notes) between the Welsh Government's Hwb team and Cardiff Council concerning Microsoft Defender XDR, covering the period from 1 January 2024 to the present.

**Our response**

The Welsh Government works closely with local authorities and key partners to provide the best possible digital support for schools across Wales. Since 2019, we have taken a collaborative, national approach to ensure all schools, learners and teachers benefit from a wide range of bilingual digital tools, resources and services, helping to maximise the transformational potential of technology in education.

Through this collaborative approach, local authorities can raise and manage technical queries or service requests via our centralised Customer Relationship Management (CRM) system. This enables clear and consistent communication and ensures that queries are addressed in a timely and coordinated manner.

The information we hold relating to Cardiff County Council and Microsoft XDR has been recorded through our Customer Relationship Management (CRM) system and is set out in Annex A, covering the period from 1 January 2024 to the present.

**Please note:** Certain information within the correspondence has been redacted in line with the Freedom of Information Act 2000 and the UK General Data Protection Regulation (UK GDPR). This includes:

- Personal data of individuals (e.g. names, email addresses, phone numbers), redacted under Section 40(2) of the Freedom of Information Act 2000, which protects personal information where disclosure would breach the data protection principles.
- Any content not directly relevant to the scope of your request has also been excluded, in accordance with standard FOI handling procedures.

**Next steps**

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response.

Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,  
Welsh Government,  
Cathays Park,  
Cardiff,  
CF10 3NQ

or Email: [Freedom.ofinformation@gov.wales](mailto:Freedom.ofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely