



[REDACTED]
[REDACTED]

Date
07 May 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00163

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 08 March 2025, which has been dealt with under the terms of the Freedom of Information Act 2000 (**"FOIA"**).

In your email, you have requested the information shown verbatim in bold below:

"Please could you provide the following information ?

The number of first class stamps sold per year from 2014 to 2024

The number of second class stamps sold per year from 2014 to 2024"

We can confirm that Post Office holds some of the information you have requested. We hold the volume of first-class and second-class stamps sold in Post Office branches for the years 2020-2024. We do not hold information for the period of 2014-2019.

However, the information we hold is being withheld as it falls under the exemption in section 43(1) and 43(2) of the FOIA, which relates to information which would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosure.

We recognise that there may be a public interest in the disclosure of information concerning the volumes of sales of stamps sold through our Post Office branches, as this may help to promote transparency in Post Office business.

There is however a strong public interest in withholding information as it would, if disclosed, prejudice the commercial interests of Post Office's adherence to the Mails Distribution Agreement ("**MDA**") that specifies legally enforceable rights and obligations about the disclosure of sales volumes of Royal Mail Group ("**Royal Mail**") products.

As per section 3 of the FOI Code of Practice, Post Office has consulted with Royal Mail about the request, and they strongly object to the volumes of their products sold through specific channels (along with any related data) being disclosed as such information is confidential pursuant to the MDA. As Royal Mail have objected to the disclosure, we are unable to provide the volumes of sales for first-class and second-class Stamps.

Post Office holds the sales volume data under strict commercial confidence in its role under the MDA. Disclosure would harm both Post Office's and Royal Mail's commercial interests and our position of trust with other contracts we hold with other suppliers, which is actionable under the MDA.

Revealing commercially sensitive data to this request would undermine Post Office's position when applying for future contracts with other service providers as well as Royal Mail. Disclosure would cause reputational damage to Post Office, reducing the trust of both current and future partners with regards to sensitive commercial data or trade secrets. This would have a knock-on effect of giving our competitors an advantage in a competitive market.

Further to this, our future Post Office and postmaster income would be harmed, including the ability to ensure that we adhere to the Governments Access Criteria of having 11,500 open and trading branches, with access to urban Post Office branches within 1 mile, or 3 miles for rural branches. Disclosure would also cause harm to our postmasters commercial success if we were unable to retain current contracts or fairly apply for future contracts.

We therefore consider that the public interest lies in maintaining the exemption and, thus, withholding the information.

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing information.rights@postoffice.co.uk.

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113
www.ico.org.uk/foicomplaints

Yours sincerely,

Information Rights Team
information.rights@postoffice.co.uk
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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