



[Redacted]

Date

19 June 2024

[Redacted]

Post Office  
100 Wood Street  
London EC2V 9ER

[Redacted]

Your Ref:

Classification:  
Public

Dear [Redacted],

## Freedom of Information Request – FOI2024/00827

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 22 May, 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:

**“On 4th September 2023 I asked you to answer this question prompted by Paula Vennells written statement."the Board, which was assured by Fujitsu and trusted colleagues at Post Office that there were not - and there had not been - any systemic problems with the system. "Who were the Fujitsu people and who were the trusted Post Office colleagues who gave assurances?What were their names,roles,job descriptions and qualifications for providing such comfort to the Board?" You claim not to be able to find any record of Paula seeking/receiving assurances from POL staff.When I challenged this you conducted an Internal Review and still could find nothing on this matter.I complained to the ICO who accepted your account that you tried really hard,spent all the budget and could not find anything?Today in evidence the Horizon Inquiry produced a document dated 30 Jan 2015 where Paula asks Mark Davies and Lesley Sewell for help in answering these matters.Can you explain why you couldnt locate this and please show all the links,comments and threads of this chain.”**

We can confirm that Post Office does hold the information you have requested.

Please see the attached disclosure document titled, “FOI2024/00827 Disclosure”, which includes all the emails that are responsive to your request. To locate the responsive information, we searched Post Office email records using the title of the email shown at the Post Office Horizon IT (“**POHIT**”) Inquiry, “Urgent: Accessing Horizon”, for the period of 23 January 2015 to 10 February 2015, which includes a week period either side of the first and last date of the original email chain. Many emails in the attached are replicated multiple times because we have tried to capture all the times that every email has appeared in the thread as its subject matter was being dealt with by various individuals.

We have redacted parts of the document because we are withholding those under sections 40(2) and 40(3A) of the FOIA as they constitute personal data relating to other persons. These sections exempt personal information from disclosure if that information relates to someone other than the applicant, and if disclosure of that information would breach any of the data-protection principles in Article 5(1) of the UK General Data Protection Regulation (GDPR).

We consider that disclosure of the redacted information is likely to breach the first data-protection principle, which provides that personal data must be processed lawfully, fairly, and in a transparent manner. Disclosure would not constitute 'fair' processing of the personal data because the Post Office and Fujitsu staff involved would not reasonably expect their names, roles, and contact details to be disclosed in relation to this request for information.

As part of our duty to assist and advise under section 16 of the FOIA, we note that Paula Vennells gave evidence to the POHIT Inquiry between 22 and 24 May 2024, and this can be found at:

<https://www.postofficehorizoninquiry.org.uk/hearings/phases-56-24-may-2024>.

Regarding your question as to why this email chain was not located in your previous request (reference FOI2023/00520 and IR2023/00611), we refer you to the Information Commissioner’s Office decision notice at the link below:

<https://ico.org.uk/media/action-weve-taken/decision-notices/2024/4029175/ico-278647-p3f0.pdf>.

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](mailto: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](http://www.ico.org.uk/foicomplaints)

Yours sincerely,

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

**Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at [www.postoffice.co.uk/privacy](http://www.postoffice.co.uk/privacy)**