



Date
11 April 2025

Post Office
100 Wood Street,
London, EC2V 7ER

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00189

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 13 March, some of 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, which is the only parts of your email that will be handled under the FOIA:

"I request the following information under the Freedom of Information Act:

- **Any photos taken by you or EVRI at any point of the parcel's journey, from the Post Office to the returns department at Kiravans.**
- **Any recorded weights of the parcel during its journey from the Post Office to the returns department at Kiravans."**

Post Office can confirm that it does not hold any information regarding photos or recorded weights of the parcel during its journey from the Post Office to the returns department at Kiravans.

However, it is possible that Evri may hold some of the data you are seeking. Whilst Evri are not subject to the FOIA, you may wish to contact them directly to see if they



hold any of the requested information. You could try Customer Services on 0330 808 5456 or online at <https://www.evri.com/contact-us>.

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
<https://ico.org.uk>

Yours sincerely,

Information Rights Team
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