



[REDACTED]  
[REDACTED]

Date  
05 September 2024

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

**Classification:**  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2024/01201

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 27 August 2024, 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 provide me with the footfall figures for the last few years. To pick the month when the country was in lockdown cannot be representative.**

We can confirm that Post Office does hold the information you have requested for the footfall figures for [REDACTED] Post Office noted in the subject line of your email.

The information you requested relating to the footfall figures for [REDACTED] Post Office for the “last few years”, which we have interpreted as the last three years, is being withheld as it falls under the exemption in section 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 is a public interest in disclosure of information concerning details of Post Office branches, such as footfall numbers. This information helps promote transparency in Post Office business and an understanding of how the Post Office network functions.

However, there is a strong public interest in withholding the information as it would be likely, if disclosed, to prejudice the commercial interests of Post Office and the postmaster, who operates their own business. Disclosing this information would be likely to reveal performance across one part of the Post Office network that our competitors may use to the disadvantage of Post Office in general and the specific Postmaster. These competitors can scrape publicly available information which then builds a picture of how the Post Office network and this specific branch runs. This allows competitors to target specific areas of perceived weakness in the Post Office network, which would hinder the growth of our network, including with our existing partners.

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/>

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