



[REDACTED]

Date  
28 August 2024

[REDACTED]

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

**Classification:**  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2024/01085

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 3 August, 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:

- “1. How many letters go missing each year by Royal Mail / Post office? And what happens to the missing letters once found?”**
- 2. Can you locate missing letters if a customer such as the sender make a request or enquiry about a missing letter?**
- 3. Is there a different method to locating and or recording letters if there are posted i.e, recorded / tracked and signed for, franked, stamp?**
- 4. Do you have a record of any records of missing / returned mail corresponding to [REDACTED] in the name of [REDACTED] between the following dates 15.03.2023 and May 2023.”**

In relation to your requests 1, 2 and 3 we can confirm that Post Office does not hold the information you have requested.

In relation to your request part 4. Post Office Limited considers that the information you have requested engages Section 40(1) FOIA. This section states that any

information which is a request for personal data is exempt if it constitutes personal data of which the applicant is the data subject. We also consider that disclosure of this 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. Therefore, this matter is being addressed separately by the Data Protection team under a Data Subject Access Request and you will be contacted separately on this matter.

Under our section 16 FOIA duty to provide advice and assistance, it is worth noting that missing mail is handled by the Royal Mail Group ("**Royal Mail**") and they are a separate company to Post Office. Whilst Royal Mail are not subject to the FOIA, you may wish to contact them to see if they hold any of the requested information. You can call the Royal Mail Customer Services on 08457 740 740 or visit them online at:

<https://personal.help.royalmail.com/app/webforms/contact/c/310>.

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)**