



[REDACTED]
[REDACTED]

Date
15 December 2025

Post Office
100 Wood Street
London EC2V 7ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00751

We are writing in response to your email received by Post Office Limited ("Post Office") on 19 October 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, we have provided answers :

"This Green Paper contains three case studies,Chardstock,Killin and Mayfield Post Office.

We can confirm that Post Office does hold some information to the questions raised in this request. We have provided answers beneath each question in bold below:

- 1. DBT has advised that POL supplied these case-i.e. Not the Subpostmasters. To that end can you supply all documents and emails that explain how this process was achieved?**

The Department for Business and Trade ("DBT") approached the Public Affairs team at Post Office at the start of March 2025, while DBT was drafting its 'Green Paper: Future of Post Office'. DBT requested Post Office to provide case studies to the Green Paper and help bring the consultation to life with branches that drive social value

Please find a copy of the documents requested in the attached document titled 'Green Consultation Paper Case Studies.' However, information has been withheld under section 40 personal information and section 43 commercial interests, other information has been removed as it is out of scope of the request.

Details on the identity of persons within the emails are being withheld under sections 40(2) and 40(3A) of the FOIA as the information constitutes 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 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. Disclosure would not constitute 'fair' processing of the personal data because the DBT and Post Office employees involved are not public facing, and would not reasonably expect their information to be disclosed in relation to this request for information.

2. Who handled the creation of the presentation, the Comms Team, Legal or a different POL Department?

The question above is not a request for recorded information.

3. What criteria was drawn up to assist in selecting examples and does that specification or guidance document exist?

The DBT outlined the criteria by email for the case studies to help demonstrate different elements of the Green Paper's themes. Please see the attached document for more information.

4. Did any of your partners assist in providing examples, VOTP, CWU, SPM NED's with multiple outlets for instance.

The question above is not a request for recorded information.

5. Did POL Area Managers supply the cases?

The question above is not a request for recorded information.

- 6. Was permission sought from the branches whose cases were forwarded as examples to DBT for that information to be so used? If yes what dates was this and who asked the question-an email chain will show this and also did POL change wording or emphasis in the original statements supplied? Under what terms were the original statements obtained,were SPM told we are looking for copy to be used in a Government Green Paper,are you happy for that to happen?"**

The case studies for both Chardstock and Mayfield were identified through this route (i.e. recommended by the Press team), whereas the case study for Killin was recommended by the local Area Manager after being asked for recommendations. The information that you have requested about dates and the change of wording is contained in the attached Green Consultation Paper Case Studies document.

Whilst all three Post Office branches, Chardstock, Mayfield, and Killin were engaged and had agreed in preparing responses for DBT, due to the quick turnaround and the chain of contacts for the case studies, the Killin Postmaster had not yet formally confirmed acceptance of the case study prior to submission. The postmaster at Killin, agreed to be featured as briefed by the Area Manager but as reflected in the email chain, also suggested further additions to the draft after it had been submitted.

Post Office later apologised to the Killin Postmaster for the misunderstanding.

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

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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