



[REDACTED]

Date  
07 October 2024

[REDACTED]

Post Office  
100 Wood Street  
London EC2V 9ER

[REDACTED]

Your Ref:

**Classification:**  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2024/00610

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 13 April, 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:

**“I know that the recommendations are that board's of organisations such as yours are required to undertake annual board performance evaluations and that at least two of the evaluations into your organisation were externally facilitated. Could you please provide me with the board evaluation/performance assessments that were carried out into the performance of your board?”**

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

However, some of the information you have requested falls under the following FOIA exemption: section 40(2) and 40(3A), which relates to personal data.

We confirm that Post Office has withheld personal data under sections 40(2) and 40(3A) of the FOIA as the information relates 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). This is also an absolute exemption and is also not subject to the 'public interest test'.

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 names and personal details of junior staff – both in Post Office and within third party organisations – would not be expected to be disclosed under this FOIA request.

You can view the Board Evaluation reports on the attached file:

“FOI2024\_00610\_Board Evaluation\_Redacted.pdf”

Please note, we do not hold any evaluation reports before the Royal Mail/Post Office separation (pre-2013). A Board Evaluation did not take place in 2014 and a Board Evaluation did not take place for the financial year 2017-18 due to changes to the Board.

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)**