



[REDACTED]

Date  
24 September 2024

[REDACTED]  
[REDACTED]

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

Classification:  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2024/01233

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 1 September, 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:

**“Mine, and many others lives and reputations were questioned and ruined by the nameless, and shameless employees of yours,including the AUDITOR. Working with misleading figures and clueless to the bigger problem, these greasy haired,friendless nobodies judged us as thieves and believed us to be below them. Now the truth has emerged they need to be held responsible for an incredible lack of professionalism. A 5 year old using an abacus would be more accurate than the 'fabled' PO Auditor. [REDACTED]. closed down by amateurs 2009. I request the name of the auditor and muppets who conducted the sham investigation please. [REDACTED]. It will never be forgiven.”**

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

However, after careful consideration Post Office has withheld under sections 40(2) and 40(3A) of the FOIA as the information constitutes personal data relating to individuals. 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 disclosing the names of the individuals who conducted the investigation on the Post Office branch outlined in your information request 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 as the information relates to Post Office employees who are not public facing and who would not reasonably expect names to be disclosed in relation to this request for information.

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)**