



[REDACTED]

Date
04 December 2024

[REDACTED]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/01460

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 5 November, 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:

“The published ‘Response to Local Public Consultation’ on the matter is painfully thin on detail and swamped with The Post Offices’ biased opinion about the suitability of the alternative venue, which are painted in glowing terms. Most of what was said is also true of a post office situated in Evington Village. It appears that there has been little or no analysis or weighing of alternative options or the detrimental impact upon Evington Village of this move. I would therefore seek a full copy of public response and in addition, and in particular:

- I. **A breakdown of the 101 responses from customers detailing how many supported the move and how many opposed it.**
- II. **Details of the petition mentioned in the report and its 1257 signatories**
- III. **Details of the Postmaster petition and its 440 signatories”**

Regarding your first question, Post Office does not hold this information. Post Office public consultations relate to accessing Post Office services, should a proposed branch change progress forward, rather than a proposed closure. These consultations are conducted following our [Principles Of Community Engagement](#) as

agreed with Citizens Advice. Consequently, responses are not analysed on numbers for or against the proposed change.

Regarding your second and third questions, we have interpreted your request for “details” to mean the names, signatures and addresses belonging to those who have signed the petitions. Post Office can confirm that we do hold this information, however, the information is being withheld under section 40(2) of the FOIA as it constitutes personal data relating to persons other than you. This section exempts personal information from disclosure if the information relates to someone other than the applicant, and if disclosure of the 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 individuals who signed these petitions would not reasonably expect their name, signature or address 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.

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

Yours sincerely,

Information Rights Team

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