



Date
02 April 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00121

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 17 February, 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 wish to find out more information of the Assessment Panel members:

- * who reviewed my Claim initially.**
- * then carried out the subsequent Review following on from the Request for Further Information.**

I have details of the individuals named and listed

https://www.onepostoffice.co.uk/media/113444/hss_schemequestionsandanswers_updatedoctober2024.pdf

Page 3 mentions some names.

I would like to know who carried out the review initially to my Claim from which a subsequent Offer was issued 31st October 2022, and formulating as a result of the comments in Annex 4.

I would like to know of the 3 or 4 people involved:-

- * what field of work their background is.
- * the different levels of work they have carried out in that industry.
- * the durations of the time spent in each role or function.
- * their age, marital status and family profile, ie. children, own parents status:



I received a Revised Offer dated 3rd November 2024, comments arising in Annex 4:

Please provide the same background information as above, for the individuals who were involved in the coming to the Comments appertaining to the Heads of Losses in the body of the document, Annex 4.

Thank you for your kind assistance.

If my Claim had been resolved in full, fairly and promptly 4 and a half years ago, I would not be compelled to allay my concerns in this fashion today."

Whilst we hold information in relation to the relevant panel members and their professional experience, we have decided that the information should be 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 Assessment Panel members would not reasonably

expect their work background to be disclosed in relation to this request for information.

We do not hold information on the Assessment Panel members age, marital status and family profile, ie. children, own parents' status.

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/>

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