



[Redacted]

Date
02 July 2024

[Redacted]
[Redacted]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [Redacted],

Freedom of Information Request – FOI2024/00611

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 15 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:

“please, could you provide all the statistical & written answers to the 2024 Postmaster survey, please.”

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

The information regarding the statistical data for the postmaster survey is provided in the attached document titled, “FOI2024_00611_Postmaster Survey Results_Redacted”.

The information regarding the written answers for the postmaster survey is provide in the attached document titled, “FOI2024_00611_Posmater Verbatims_Redacted”.

We have withheld personal data within the two files, under sections 40(2) and 40(3A) of the FOIA as the information constitutes personal data relating to other persons. This includes redactions of information from groups that are fewer than 10 individuals. These sections exempt personal information from disclosure if that infor-

mation 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 names of employees below the Strategic Executive Group level, age and ethnicity data would not reasonably be expected 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/>

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