



Date  
19 May 2025

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

Classification:  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2025/00264

We are writing in response to your email received by Post Office Limited (**Post Office**) on 17 April 2025, 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:

**“Dear Post Office Limited, Can you confirm the new monitors being installed in branch contain a camera? Are SPM told of this at the time of installation? Does [REDACTED] know of this attachment, if yes when was he told, if not why in his role was he not informed? Did the NFSP, VOTP, SPM NEDS's, CWU or any group representing SPM know of this and again if so when?”**

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

The new 'Point of Sale' units being deployed into Post Office branches have a camera installed as standard. However, the camera is disabled in settings and there are no applications as part of the build that could enable the camera.

We can advise that the new terminals were originally sourced as part of plans to introduce a new branch IT system. They are now being deployed as the previous terminals are out of date, and so need to be replaced.

You refer in your request to a specific member of Post Office staff. The Post Office can confirm the individual that you have named has not been involved with the deployment or procurement of these terminals, as this is not relevant to the business area in which this individual works in.

As part of the new branch IT systems development, we engaged with nearly 1,000 postmasters from various representative groups and bodies, and in demonstrations to postmasters beyond those groups. Given there is no intention to activate the cameras on the new terminals, this matter was not raised with or by postmasters during this extensive engagement.

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/>

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