



[Redacted]
[Redacted]

Date
15 May 2024

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [Redacted]

Freedom of Information Request – FOI2024/00219

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 29 January, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). We sincerely apologise for the delay in our response.

In your email you have requested the information shown verbatim in bold below:

“Under the Freedom of Information Act 2000, I would like to request the following information:

- Any correspondence and reports sent by Alan Cook to Adam Crozier which mentioned "Horizon" and/or in response to correspondence from Crozier which mentioned "Horizon". This should be taken to include any emails, letters and messages in any format, and refined to emails if necessary due to the cost/time limit.**
- Any correspondence sent by Adam Crozier to Alan Cook which mentioned "Horizon" and/or was in response to correspondence from Cook which mentioned "Horizon". This should be taken to include any emails, letters and messages in any format, and refined to emails if necessary due to the cost/time limit.**

Please limit the above searches to the period 2006 and 2010.

In the event that you exercise an exemption on any of the above data,

please could you supply me with the dates of any correspondence, or the scheduled dates of the meetings.

There is a clear legitimate public interest in this disclosure. Crozier and Cook held senior roles during a period when concerns about the Horizon computer system were first raised.”

We can confirm that Post Office does not hold the information you have requested.

We carried out an electronic search of emails directly between Alan Cook and Adam Crozier, within the time period of 2003-2010, using the keyword “Horizon”, and were unable to locate any hits.

However, under our section 16 duty to provide advice and assistance, please find attached an information bundle, titled “FOI2024_00219 - Information_Redacted.pdf”, which was disclosed as part of a similar FOIA request, which may be of interest to you.

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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