



Date
25 September 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00638

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 4 September 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:

"I am making a meta request in relation to FOI request number IR2025/00453. ICO guidance on this can be found here: <https://ico.org.uk/for-organisations/foi/freedom-of-information-and-environmental-information-regulations/requests-about-previous-information-requests-meta-requests/>

I seek all correspondence, including any attached documents, related to that FOI.

I also request that you disclose the steps taken to rectify the two complaints in Attachments 1-3 of the original email. This should have been disclosed months ago, but you have wilfully neglected your statutory duties.

To be clear, I expect to receive all internal correspondence related to FOI2025/00315 (the original FOI) and IR2025/00453 (the IR)."

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

Please see attached documents containing all internal correspondence and attachments relating to your previous requests, FOI2025/00315 and IR2025/00453. Please note that where the same attachments are frequent throughout the correspondence, these have only been included once.

Redactions have been made 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 Post Office staff involved would not reasonably expect their names, roles and contact details to be disclosed in relation to this request for information.

Redactions have also been made under section 42 of the FOIA which exempts information in respect of which a claim to legal professional privilege could be maintained as correspondence may contain legal advice relating to the request for information. This is a qualified exemption and therefore the public interest test has also been considered.

Post Office is satisfied that the public interest in maintaining the exemption by withholding the privileged information outweighs the public interest in disclosing it. In reaching this conclusion, Post Office has considered a variety of factors for and against disclosure, including the public interest in transparency. Against these factors Post Office notes, in particular, the strong inherent public interest in preserving legal privilege which it considers, in all the circumstances, outweighs the public interest in disclosure.

In relation to the complaints provided within the response for FOI2025/00315, we do not hold this information as no additional correspondence was made regarding these cases internally. This is because ATM complaints are in relation to banking and the customer will have been referred directly to their bank to investigate. Additionally, all complaint overviews can be seen by Area Managers, and they can flag with the branch as/when required.

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