



Date  
28 May 2024

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

Classification:  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2024/00578

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 8 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:

**“I'm conducting research on the partnership between the Post Office and Royal Mail, specifically the volume of parcels handled by the Post Office that utilize Royal Mail for final delivery.**

Would it be possible to obtain any of the following:

- **Statistics on the volume of parcels sent or received through the Post Office network that are delivered by Royal Mail, in absolute and relative measures, by customers and services for 10 preceding years**
- **Reports or resources that shed light on this aspect of the Post Office's operation.**
- **General insights or commentary on the nature of parcel flow between the Post Office and Royal Mail.”**

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

However, the information you have requested is being withheld as it falls under the exemption at section 43(2) of the FOIA, which relates to information which would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosure. We recognise that there is a public interest in disclosure of information concerning details of the volume of Royal Mail Group (“**Royal Mail**”) parcels sent and received in the Post Office network, as this helps promote transparency in Post Office business and reassurance about the way public money is being spent.

On the other hand, there is a strong public interest in withholding the information as it would, if disclosed, prejudice the commercial interests of Post Office and Royal Mail. This is because disclosing information about the volume of the Royal Mail parcels in the Post Office network would prejudice Post Office's commercial interests in negotiating contracts with potential prospective postmasters and other third-party parcel services. This equally applies to Royal Mail and would also hinder their ability to negotiate contracts with third-party providers. It would not be in the public interest to disclose information if Post Office would be unable to operate in a fair marketplace regarding the competitive dialogue procedure and are commercially damaged by the release of the 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](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/>

**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](http://www.postoffice.co.uk/privacy)**