



[Redacted]

Date  
18th July 2024

[Redacted]

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

**Classification:**  
Public

Dear [Redacted],

## Freedom of Information Request – FOI2024/00944

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 22 June, 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 can I request the following information for the last 12 months.**

- 1. For each type of package, letter or parcel sent internationally to the UK / Great Britain - a brakedown for each month**
- 2. Showing the sending country against each type of item”**

We are writing to advise you that the information that you have requested is not held by Post Office.

Under our section 16 FOIA duty to provide advice and assistance, it is worth noting that incoming mail is handled by the Royal Mail Group (“**Royal Mail**”) and they are a separate company to Post Office. Whilst Royal Mail are not subject to the FOIA, you may wish to contact them to see if they hold any of the requested information. You can call the Royal Mail Customer Services on 08457 740 740 or visit them online at:

<https://personal.help.royalmail.com/app/webforms/contact/c/310>.

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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