



[REDACTED]  
[REDACTED]

Date  
26 September 2024

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

**Classification:**  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2024/00209

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 26 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:

“**[REDACTED], and in the public interest under the freedom of information act, please could you provide the following details via email**

- 1. Can you outline the specific terms of the Standstill Agreement that has been entered into by the Post Office with Fujitsu.**
- 2. Please can you provide a copy of the document of the agreement.”**

We can confirm that Post Office does hold the information you have requested. Please find the document titled, “*FOI2024\_00209 - Standstill Agreement\_Redacted.pdf*”, which includes the information we are disclosing.

We have withheld some information within the document, as it falls under the exemption in 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 Standstill Agreement between Post Office and Fujitsu, as this helps promote transparency in Post Office business and reassurance about the way public money is being spent.

However, there is a strong public interest in withholding some of the information within the Standstill Agreement, as it would, if disclosed, prejudice the commercial interests of Post Office. This is because disclosing sensitive information about the way Post Office has positioned potential claims, would be likely to lead to further media speculation about what claims may or not be made by either Post Office or Fujitsu, and thus damage Post Office's reputation. Disclosure would also potentially damage the relationship between Post Office and its postmasters, given this document relates to claims that can be made due to the Horizon IT Scandal. We believe that the public interest is met by disclosure of the information in the attached document.

We have withheld some information 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 the information relates to employees of Post Office and Fujitsu, and who would not reasonably expect their names, signatures and contact details to be disclosed in relation to this request for 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)**