



[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Date
2 May 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref: DPR-IR2025/00301

Classification:
Public

Via email:

[REDACTED]

[REDACTED],

Freedom of Information Request – FOI2025/00304

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 29 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 relating to your [REDACTED]
[REDACTED], shown verbatim in bold below:

“Identify the full legal name, title, and authority of the individual(s) who have communicated with me thus far.”

We can confirm that Post Office does hold the information that you have requested, but we have decided that the information should be withheld 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 and job titles to be disclosed in relation to an information request.

We can confirm that the employee handling your case has the authority to do so as part of their role within the Post Office Information Rights Team.

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