



[REDACTED]
[REDACTED]

Date
15 May 2024

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/00101

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 16 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:

“I am writing to you under the Freedom of Information Act 2000 to request the following information:

Records of correspondence sent directly or CCing Adam Crozier, former CEO of Royal Mail 2003 to 2010, mentioning:

- * "Horizon" software**
- * Prosecutions of sub-postmasters”**

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

We have carried out two electronic searches of Post Office emails for the time period of 2003-2010, using the following keywords: (1) “Crozier” and “Horizon”; and (2) “Crozier” and “prosecut*” (the * captures any variations of the word that starts with “prosecut”, so for example, “prosecute” or “prosecution”).

These searches returned a total of 319 hits and after a manual review of each record was carried out, we located information within scope of your request. We have

provided a disclosable bundle that accompanies this email, titled, "FOI2024_00101 – Information_Redacted.pdf".

We have withheld some information within the disclosable bundle 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 because this information relates to the personal data of junior members of staff who would not reasonably expect their 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.

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