



[Redacted]

Date  
22 August 2024

[Redacted]  
[Redacted]

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

**Classification:**  
Public

Dear [Redacted],

## Freedom of Information Request – FOI2024/00874

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 31 May, 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:

**“Last month, the Infrastructure and Projects Authority completed a review on behalf of the Department for Business and Trade into the Post Office’s Strategic Platform Modernisation Programme (SPMP). This project includes the Post Office’s New Business IT (NBIT), the platform under development to replace its Horizon IT system. Please can you disclose this review.”**

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

The information you requested is being withheld 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 project reviews 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 the information as it would, if disclosed, prejudice the commercial interests of Post Office and third parties. This is because disclosing information about the project reviews would prejudice Post Office's commercial interests and would impact funding discussion with government, our current or ongoing negotiations with third parties to extend contracts, the different options and the discussions on the risk of legal challenge to compliance with Public Contracts Regulations. 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.

As information has been exempted under section 43(2) of the act, a public interest test applies. This involves weighing the balance of public interest in maintaining the exemption or releasing the information. Post Office understands that there is public interest in promoting the transparency and understanding of matters which are of interest to the public. However, there is also strong public interest in ensuring that Post Office is able to operate in a fair marketplace regarding the competitive dialogue procedure and are not commercially damaged by the release of the information.

Given that Post Office are not the author of the document, you may wish to contact either the Department for Business and Trade, or the Infrastructure and Projects Authority, via the Cabinet Office, at the following email addresses:

[FOI@businessandtrade.gov.uk](mailto:FOI@businessandtrade.gov.uk)

[foi-team@cabinetoffice.gov.uk](mailto:foi-team@cabinetoffice.gov.uk)

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)**