



[Redacted]  
[Redacted]

Date  
19 November 2024

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

Classification:  
Public

Dear [Redacted],

## Freedom of Information Request – FOI2024/00933

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 18 June, 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:

**“Under the Freedom of Information Act 2000, I would like to request the following information:**

**- Any minutes, notes and agendas relating to meetings in which Adam Crozier was present and "Horizon" was discussed.**

**If possible, could this please include slides/materials circulated at any such meetings.**

**Please limit the above searches to the period: December 2009 - April 2010.**

**In the event that you exercise an exemption on any of the above data, please could you supply me with the scheduled dates of the meetings.**

**There is a clear legitimate public interest in this disclosure. Crozier held a senior role during a period when concerns about Horizon were raised.”**

We can confirm that Post Office does hold some information within scope of your request. After a search of our records, including those held at the Postal Museum, we

have located meetings attended by former Royal Mail Group Chief Executive Officer, Adam Crozier, and where Horizon was discussed. We have, therefore, provided all information we hold relating to those meetings.

Due to the way the information is held, the size of the files are too large to send via email. We will, therefore, provide you with access to the information via document sharing, the details of which will be provided separately to this response letter.

Some of the information within the disclosable information has been 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 the information relates to Royal Mail Group employees who would not reasonably expect their names, roles or 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/>

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