



[Redacted]
[Redacted]

Date
19 December 2025

Post Office
100 Wood Street
London EC2V 7ER

Your Ref:

Classification:
Public

Dear [Redacted],

Freedom of Information Request – FOI2025/00958

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 12 December 2025, 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:

"I would like to request details of the printer hardware used at Post Office branch counters that performs both of the following functions:

- * Printing customer transaction receipts (receipt printing), and**
- * Printing postage or parcel labels at the counter (including barcoded postage labels).**

For this equipment, please provide:

- 1. The make and model number(s) of the printer or printers used as standard or approved for use in Post Office branches.**
- 2. Where multiple models are in use, a list of the approved or commonly deployed make and models.**

If any part of this request exceeds the appropriate cost limit, please advise how the request could be refined to remain within scope.

I would prefer to receive the response in electronic form.”

We can confirm that Post Office does hold the information you have requested of the printers used in our Post Office branches to print customer Transaction Receipts and Postage and Parcels Labels. However, the make and model number of the printers are being withheld under the exemption in section 31(1)(a) Law enforcement of the FOIA, which relates to the prevention or detection of crime.

This exemption is engaged because providing the make and model number will prejudice the prevention of crime by facilitating the possibility of a criminal offence being carried out.

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 may be a public interest in disclosure of information relating to the printers used in our branches held by the Post Office, as this enhances transparency about the ways of working within Post Office.

On the other hand, there is a strong public interest in withholding information that carries a risk of cyberattack vulnerability to our Branch Network which could lead to network disruption, data theft and the installation of malware. As there is a risk disclosure could be used for nefarious means as the basis of criminal activity or a cyberattack the information would prejudice the prevention or detection of crime and investigations of any incidents of criminal activity if it were to occur.

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

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