



Date
16 July 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00486

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 9 July, 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:

"Please provide a copy of all directions given to the Post Office under section 11(3) of the Post Office Act 1969 along with any correspondence between the Post Office and the relevant government department that relates to the drafting and/or adoption of each direction.

If possible, I would like to receive the requested information electronically via email."

We can confirm that Post Office does not hold the information you have requested.

Section 11(3) of the Post Office Act 1969 was repealed by the Postal Services Act 2000, which came into force on 26 March 2001. Accordingly, we will not hold any ministerial Directions under section 11(3) of the Post Office Act 1969 which date from 26 March 2001 onwards.

In keeping with our data retention policies, copies of ministerial Directions which were received before this date are likely to have been deleted / destroyed. You may find it helpful to note that Post Office and Royal Mail were still one entity in 2001.

When the entities split, the majority of the historical records remained with Royal Mail and Post Office only took the records it needed to continue its business at that time.

Whilst Royal Mail are not subject to the FOIA, you may wish to contact them to see if they hold any of the requested information. You could try Customer Services on 08457 740 740 or online at

<https://personal.help.royalmail.com/app/webforms/contact/c/310>.

Or alternatively try The Postal Museum online at <https://www.postalmuseum.org/>.

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