



[REDACTED]

Date
13 February 2025

[REDACTED]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED]

Freedom of Information Request – FOI2024/01533

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 22 November, 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 and we can confirm that Post Office does hold some of the information you have requested. Our responses are framed alongside the questions.

“I am writing to request details of transactions between Post Office and Fujitsu from 2012 to present relating to the Horizon software, under the Freedom of Information Act 2000. I am requesting this in line with ICO guidance on publication of material by companies that are wholly owned by the public.

I want to request the following information:

1. Details of Transitional Support Service arrangements/agreements between

Post Office and Fujitsu from 2012 to present relating to the Horizon software:

- a. Please list the date the agreement was made:** 28 July 1999
- b. List the term of the agreement:** Agreement end date is 31 March 2026
- c. List the value of the agreement:** £2.5bn

2. Details of payments made by Post Office to Fujitsu from 2012 to present relating to Risk & Resilience projects:

a. Please list the date the agreement was made: This is included within the overall contract term outlined above.

b. List the term of the agreement: This is included within the overall contract term outlined above.

c. List the value of the agreement: This is not a separate Contract; overall spend for Risk & Resilience projects is approximately £5m.

3. Payments made by Post Office to Fujitsu from 2012 to present for Intellectual Property Rights licences involving Horizon software/code:

Post Office can confirm a payment of £10m was made in March 2023 to Fujitsu related to Horizon software and code.

4. The “Trinity” contract agreed between Post Office and Fujitsu in late 2015. The “Trinity” contract related to Fujitsu making a proposal to extend the Horizon/HNG-X contract in place of the IBM contract which was terminated.

Please provide a list of payments made to Fujitsu regarding this contract.

Post Office can confirm the ‘Trinity’ Extension was signed on the 22 February 2016 and specifically specified Invest to Save Payments of £3.9m in total. NB: This is in addition to monthly recurring charges for Services.

Please also list the value of the termination fee paid to IBM by Post Office.

We have withheld this information under section 43(2) of the FOIA, which relates to information that 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 strong public interest in disclosure of information concerning plans to replace the Horizon system, as this helps promote transparency in Post Office business, particularly due to the ongoing Post Office Horizon IT Inquiry.

There is, however, a strong public interest in withholding the information as it would, if disclosed, prejudice the commercial interests of Post Office. Disclosure of this information would be likely to give Post Office's competitors a commercial advantage by providing the size of such termination fees, harming Post Office's negotiating position with service providers in the future. We therefore do not believe it is in the public interest to provide this information

5. The Data Centre contract awarded to Fujitsu by Post Office after the introduction of the Towers Model. Please list the date the contract was awarded and value of the contract, as well as the length of the contract.

Post Office can confirm the Trinity extension started on 22 February 2016 and ended on 31 March 2023. The value of the contract is approximately £6.5 million total of the reoccurring cost, which includes the Data Centre Operations Service.

6. Payments made by Post Office from 2012 to present for maintaining the Belfast data centre which houses the Horizon system.

Post Office can confirm this is included within overall costs and not broken down.

7. Payments made by Post Office to Fujitsu relating to Group Litigation from 2016 to 2020, including payments concerning witness evidence, as well as payments regarding data and information provision.

We can confirm The Post Office has conducted a search of all payments made to Fujitsu between 2016 and 2020. There are four payments that specifically reference 'Litigation'. These are:

Date	Description	Spend Amount
26 September 2016	Litigation related expert IT audit service	£50,001
21 September 2017	Litigation related expert IT service	£1,030
22 March 2017	Litigation related support provided by Fujitsu	£3,500
03 May 2017	Litigation related support provided by Fujitsu	£20,500

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/>

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