



[Redacted]
[Redacted]

Date
15 May 2024

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [Redacted],

Freedom of Information Request – FOI2024/00174

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 22 January, 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:

“- Any correspondence sent to Adam Crozier which mentioned "Horizon". This should be taken to include any emails, letters and messages in any format, and refined to emails if necessary due to the cost/time limit.

- Any correspondence sent by Adam Crozier which mentioned "Horizon" and/or was in response to the above. This should be taken to include any emails, letters and messages in any format, and refined to emails if necessary due to the cost/time limit.

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

Please limit the above searches to the period 2003 and 2010.

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

We can confirm that Post Office does hold some information within scope of your request.

We carried out an electronic search of our records repository, using the date parameters of 2003-2010 and the keywords “Crozier” and “Horizon”. This returned a total of 4,034 hits and in order for us to determine whether any of these hits were within scope of your request, we would need to carry out a manual review of each hit. Even using a conservative estimate of 5 minutes per record, this would take in excess of 336 hours to carry out the review. On the basis of this estimate, we consider that the cost limit under section 12(1) of the FOIA would be hit, as this exceeds the appropriate fees limit, which stands at £450.

However, under the spirit of transparency and our section 16 FOIA duty to provide advice and assistance, we are notifying you that we have carried out two further electronic searches relating to a similar FOIA request, both of which are relevant to parts one and two of your request.

We carried out the following two electronic searches of Post Office emails for the time period of 2003-2010, using the following keywords: (1) “Crozier” and “Horizon”; and (2) “Crozier” and “prosecut*” (the * captures any variations of the word that starts with “prosecut”, so for example, “prosecute” or “prosecution”). These searches returned a total of 319 hits.

After a manual review of these 319 emails, we located information within the scope of that request and, notwithstanding our reliance upon section 12 of the FOIA, we have provided to you a disclosable bundle that accompanies this email, titled, “FOI2024_00174 – Information_Redacted.pdf”.

We have withheld some information within the disclosable bundle 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 because this information relates to

the personal data of junior members of staff who would not reasonably expect their details to be disclosed in relation to this request for information.

The disclosure of the above information in response to parts one and two of your request does not preclude you from narrowing the scope of part three. We may be able to locate information within scope of part three of your request, if you were to reduce the timescale to a 6-month period. Please note that if you modify your request, we will handle it as a new request and so the 20-working-day deadline for responding to requests would then commence from the date that we receive the modified request and may also be subject to the cost limit or other FOI exemptions. 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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