



[Redacted]

Date
02 July 2024

[Redacted]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [Redacted],

Freedom of Information Request – FOI2024/00126

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 17 January, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). Please accept our apologies for the delay in responding to your request.

In your email you have requested the information shown verbatim in bold below:

**“Is it possible, through the Freedom of Information Act, for the Post Office able to confirm if it was as a result of financial irregularities, a deficit in relation to the Horizon system, that [Redacted] gave up their post-office Branch at [Redacted] [Redacted] ?
Did they some time prior to this repay a significant financial sum to the Post Office to cover a deficit according to the Horizon system?”**

Post Office takes every request seriously and does everything it can to respond in an accurate and timely manner. Concerning this request, we can neither confirm nor deny whether Post Office holds any information stating whether or not the [Redacted] Post Office branch was given up due to financial irregularities in relation to the Horizon system, nor can we confirm or deny whether we hold any information relating to any repayment that may or may not have been made to Post Office to cover a deficit related to the Horizon system.

The duty in section 1(1)(a) of the FOIA does not apply by virtue of section 40(2) and 40(5B)(a)(i) of the FOIA, which forbids confirmation or denial where such would

contravene any of the data protection principles in Article 5(1) of the UK General Data Protection Regulations.

We consider that confirmation or denial will breach the first data protection principle, which provides that personal data must be processed lawfully, fairly, and in a transparent manner. Confirmation or denial would not constitute 'fair' processing of the personal data because Post Office staff would not reasonably expect us to confirm or deny that we hold such information. Our stance should not be taken as an indication that the information you requested is or is not held by Post Office.

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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