



Date
11 August 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00488

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 10 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 can you provide all comments, questions, suggestions etc submitted via the internet to the Postmaster Conference March 2025."

We can confirm that Post Office does hold the information you have requested.

All comments, questions and suggestions were submitted online before and during the Postmaster Conference. Please see attached PDF titled "Postmaster Conference March 2025 Comments_Redacted".

We have decided that some of the information should be withheld 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 of the personal data as the individuals submitting questions for the conference would not reasonably expect their names or other identifying information to be disclosed in relation to this request for information.

Information relating to postmaster income and remuneration submitted online in the comments/questions is also being withheld, as it falls under the exemption in section 43(2) of the FOIA, which relates to information which 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 a public interest in disclosure of information concerning details of postmaster income and remuneration as this helps promote transparency in Post Office business and reassurance about the way public money is being spent.

However, there is a strong public interest in withholding the information as it would, if disclosed, prejudice the commercial interests of Post Office and our postmasters. Disclosing information relating to postmaster income and remuneration would prejudice Post Office's commercial interests as this would allow competitors to form alternative remuneration packages to attract postmasters away from the business, harming the network as a whole. Our competitors will also be able to target areas where our branches are located, potentially undercutting the services we provide, which will harm both our branch network, and also the local postmasters. It would not be in the public interest to disclose information if Post Office would be unable to operate in a fair marketplace regarding the competitive dialogue procedure and are commercially damaged by the release of the information.

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