



Date
7 August 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED]

Freedom of Information Request – FOI2025/00547

We are writing in response to your email received by Post Office Limited (**“Post Office”**) on 8 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 could you advise whether the Capture accounting system was in operation at Lisvane Post Office and Stores, Church Road, Lisvane, Cardiff CF14 0SJ between July 1991 and September 1997 and if so, for what period.”

Following reasonable and proportionate searches, we can confirm that Post Office does not hold the information you have requested.

As the information dates back over 30 years and considering organisational changes such as the separation of Post Office from Royal Mail alongside the departure of relevant personnel, it is likely that some historical records and corporate knowledge may no longer be held.

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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