



Information Rights Team
Post Office Limited
Ground Floor
Finsbury Dials
20 Finsbury Street
London EC2Y 9AQ

Your reference:
Our reference: FOI2021/00324

Rohit Ammal Kaitheri by email:

request-749120-85afc9ae@whatdotheyknow.com

11 May 2021

Dear Rohit Ammal Kaitheri,

Freedom of Information Request – FOI2021/00324

I am writing in response to your email received by Post Office Limited ("Post Office") on 20 April, which I am dealing with under the terms of the Freedom of Information Act 2000 ("FOIA").

In your email you have requested the following information:

- 1. Copy of a full set, i.e., complete document, of aforementioned training workbook on "Biometric Residence Permit Secure Collection Service" that was issued internally to your staff at Wolstanton branch in the month of March 2021.*
- 2. Please also provide total number of Post Office limited staff who underwent this training, along with list of branches where training, based on this document, has been imparted.*

I can advise that we do hold information relating to your request with regards to point 1, please find the document attached. Please note that we have applied redactions where Post Office considers the information is exempt from disclosure under FOIA under the following exemptions:

(a) 'Personal information' as set out in section 40(2) and section 40(3A)(a) FOIA. These sections provide that any information to which a request for information relates is exempt information if it constitutes personal data and the disclosure of that personal data to a member of the public otherwise than under the FOIA would contravene any of the data protection principles set out in Article 5(1) of the EU General Data Protection Regulation ('GDPR') (Section 40(7) FOIA). Post Office has therefore redacted personal data from the documents where such disclosure to you would contravene the 'lawfulness, fairness and transparency' principle set out at Article 5(1)(a) of the GDPR. Post Office considers that it has no lawful basis on which to disclose to you that redacted personal data since none of the lawful bases listed under Article 6(1) of the GDPR are available to it.

(b) Information the disclosure of which would, or would be likely to, prejudice the prevention or detection of crime under section 31(1)(a). This is on the basis that release of this information would be likely to render Post Office's branches vulnerable to fraud and so disclosure would be likely to prejudice the prevention or detection of such a crime. Since section 31(1)(a) is a qualified exemption, the public interest test has also been considered and Post Office has taken into account the public interest in openness and transparency. However, Post Office has concluded that those considerations are outweighed by the public interest in the prevention of crime and

Post Office's view that disclosure would give rise to a real and significant risk of prejudice occurring in these circumstances.

(c) Limited redactions have been applied to information the disclosure of which would, or would be likely to, prejudice the commercial interests of any person under section 43(2) FOIA. Post Office has concluded that there is material which, if disclosed, would be likely to prejudice its own commercial interests or those of third parties. Since section 43 is a qualified exemption, the public interest test has also been considered and Post Office has taken into account the public interest in openness and transparency. However, Post Office has concluded that those considerations are outweighed by the public interest in protecting the commercial interests of Post Office and the third parties.

In regards to point 2 we are unable to provide a list of individuals that would have undergone any training based on the work aid as this is a bespoke product and the postmaster at the branch is responsible for training their employees, therefore the information is not held within Post Office. We have however provided a list of branches that transact this product, please see attached.

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 below stating your reasons for your internal review request.

Information Rights Manager
Post Office Limited
Information Rights Team
Ground Floor
Finsbury Dials
20 Finsbury Street
London
EC2Y 9AQ
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
<https://ico.org.uk>

Yours sincerely,

L Jackson

Liesl Jackson
Information Rights Team
information.rights@postoffice.co.uk

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