



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

Your reference:
Our reference: FOI2022/00785

John O'Sullivan
request-911714-2fe31742@whatdotheyknow.com

23 December 2022

Dear Mr O'Sullivan,

Freedom of Information Request – FOI2022/00785

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 25 November, 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 in bold below:

“Thank you for a reply. It is not clear from your reply if the provision of Horizon detail is free or not. It would seem POL were allowed to request information 15,720 times before charges were triggered - is that correct?”

Were SPM told all enquiries are charged and do you have a record of how many SPM requested Horizon details from their Branch to assist their defence?

How many were supplied and how much did POL charge the SPM's or were all requests turned down?”

We want to be as open as possible in answering requests for information. The FOIA itself also requires us to provide reasonable advice and assistance to those seeking to make such a request. Unfortunately, your request is very broad and covers an enormous amount of information, going back many years. Gathering it together would therefore involve a significant cost and diversion of resources from Post Office’s other work.

It may be helpful to explain why your request would involve a significant cost. To determine whether all Postmasters were informed of charges for requesting Horizon data; to find out how many Postmasters requested Horizon data for their branch specifically to assist a legal defence; and to locate the number of Horizon data provide along with any charges to Postmasters, would be a massive exercise that would require Post Office to go through each request for Horizon data over a number of years.

Section 12(1) of the FOIA allows Post Office to refuse a request for information if we estimate that the cost of complying with the request would exceed the appropriate fees limit, which currently stands at £450. This represents the estimated cost of one person spending 18 hours in determining whether we hold the information, and in locating, retrieving and extracting the information. On the basis of our estimates, we consider that the cost would far exceed this limit and, as such, we are refusing your request.

Section 12(2) provides that we are not required to confirm whether Post Office holds the information requested if by doing so we would exceed the appropriate cost limit of £450. This is the case for the information that you have requested, and so please note that this response should not be taken as confirmation that the information is held by Post Office.

However, if you were to make a new request for a narrower category of information, it may be that we could comply with that request within the appropriate limit, although we cannot guarantee that this will be the case. It may be possible to let you know if Horizon data was requested, if you identify a specific branch.

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.

We can confirm that regarding your question about the previous response under FOI2022/00733, Fujitsu are obliged to provide 720 Audit Record Queries (ARQ) to Post Office per year, before any additional charges are incurred.

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.

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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,

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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