



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

Your reference:
Our reference: FOI2023/00094

John O'Sullivan
request-953276-3637d7c3@whatdotheyknow.com

22 March 2023

Dear John O'Sullivan,

Freedom of Information Request – FOI2023/00094

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 22 February, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”), in which you requested the following information:

“**Dear Post Office Limited,**

**Starting today Post Office branches are capturing names, addresses, items bought and prices paid for all International goods exported using Royal Mail.
Can you say what use will be made of this data, who owns it and how it will be kept secure?**

Yours faithfully,

john o'sullivan”

We can confirm that Post Office does not hold the information you have requested. This is because the information is held by Royal Mail Group (RMG) as they are the data controller for this information. Post Office, acting as an agent for RMG, have been instructed to capture this data and the information is transferred to RMG daily. For more information on how Royal Mail processes personal information related to international parcels, please visit their website - <https://www.royalmail.com/privacy-notice>.

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 or to information.rights@postoffice.co.uk stating your reasons for your internal review request.

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/>

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.