



Brent Jay

Date
1 October 2024

[request-1173638-20b6f91d@whatdotheyknow.com](#)

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear Brent Jay,

Freedom of Information Request – FOI2024/01258

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 10 September, 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 any communications (emails, letters, etc) internal & external that you have copies off, relating to (or sent to) Camp Hill post office between 01/01/2015 & 01/01/2016?”

-

**Camp Hill Post Office
Number 41
unit 6b Beechwood Road
Nuneaton
CV10 9DN**

FAD code 262205”

We are aware that this is your third information request about the same topic. Unfortunately, as highlighted in our responses to your two previous information requests, your current information request is still very broad and covers a wide

breadth of information. Gathering it together would therefore involve a significant cost and diversion of resources from the organisation's other work.

Further to your previous two requests, we have conducted additional electronic searches of our records to try and locate the data that you have requested. As explained previously, our ability to carry out meaningful electronic searches is still impacted by there being multiple different Post Office branches named "Camp Hill". We searched for "Camp Hill Nuneaton", or "Camp Hill Beechwood", or "Number 41 Unit 6b Beechwood Road Nuneaton CV10 9DN", or "Camp Hill and Beechwood and Nuneaton", or "Camp Hill and Beechwood", or "Nuneaton AND 262205" between 1 January 2015 and 1 January 2016.

Our searches indicate that the number of entries or files that would need to be manually reviewed in order to retrieve and collate the data, would still be over a hundred thousand documents, emails, or entries. Given the volume of hits from these searches, we have not carried out a calculation for the amount of time this would take.

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.

You were advised in your previous two FOI responses, that you would need to provide further keywords to use during the search process, that may enable us to answer your request for information. Alternatively, you could provide further context about what you are looking for, which may help us target specific information. Unless you are able to do this, we are unable to assist you further.

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.

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