



John O'Sullivan
request-979909-
3bed4b04@whatdotheyknow.com

Date
4 August 2023

Post Office
100 Wood Street,
London, EC2V 7ER

Classification:
Public

Dear John O'Sullivan,

Freedom of Information Request – FOI2023/00344

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 18 June, 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:

“What guidance did you seek and who from for your reply to FOI2023 00205 - Racist Profiling. Similarly what Dept. or person approved the replies to FOI2022 00592 Ben Foat and FOI2022 00495 "The system believes"- based on your FOI reply to FOI 2023 00260”.

Post Office has refused your request for information because it falls within section 14(1) of the FOIA. Under section 14(1), Post Office is not obliged to comply with a request for information if the request is vexatious.

This exemption applies because Post Office considers that this request does not have a serious value or purpose in accordance with the Information Commissioner’s guidance in dealing with vexatious requests, which can be found at the following webpage:

<https://ico.org.uk/for-organisations/foi-eir-and-access-to-information/freedom-of-information-and-environmental-information-regulations/dealing-with-vexatious-requests-section-14/>

Further to this, Post Office has already responded to your multiple requests regarding the phrase “the system believes”.

To provide further context, between 1 January 2023 and 1 July 2023, you submitted 48 FOI requests and Internal Reviews in total. These figures do not include your recent requests which are not asking for recorded information under FOIA and to which we have passed on to the appropriate business area to answer. The burden that these requests are placing on Post Office is unreasonable and is taking resource away from our essential work supporting Postmasters to deal with the most difficult trading environment in several years.

We are therefore not obliged to consider your request further and, in accordance with section 17(6) FOIA, will not respond to further requests of a similar nature or on the same topic.

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
<https://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