



Eleanor Shaikh

Date
26 October 2023

[request-1015041-557f67de@whatdotheyknow.com](#)

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear Eleanor Shaikh,

Freedom of Information Request – FOI2023/00480

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 14 August, 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:

“The Post Office commissioned the Gartner Report of October 2008 in order to review the Horizon architecture and provide assurance that its design was in line with the Post Office's emerging strategies.

Please can you disclose this report along with its original Terms of Reference and all Post Office emails which make reference to its findings.”

We can confirm that Post Office does hold some of the information you requested, regarding the 2008 Gartner report and Post Office emails referencing the findings. We do not hold the information relating to the “original Terms of Reference”. Please find the documents attached with this response letter, titled “*FOI2023_00480 – Emails.pdf and FOI2023_00480 Gartner Report.pdf*”.

Please note, a small amount of information has been withheld under sections 40(2) and 40(3A) of the FOIA as the information constitutes personal data relating to other persons. These sections exempt personal information from disclosure if that information relates to someone other than the applicant, and if disclosure of that



information would breach any of the data protection principles in Article 5(1) of the UK General Data Protection Regulation (GDPR).

We consider that disclosure of this information is likely to breach the first data protection principle, which provides that personal data must be processed lawfully, fairly, and in a transparent manner. Disclosure would not constitute 'fair' processing of the personal data because the information relates to a non-Group Executive member of staff who is not public facing and would not expect their name or job title to be published under FOIA.

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/>

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