



Information Rights Team
Post Office Limited
Ground Floor
Finsbury Dials
20 Finsbury Street
London EC2Y 9AQ
033 3665 3951

Our reference: FOI2019/00596

Mr Tim McCormack
request-629532-0298901c@whatdotheyknow.com

22 January 2020

Dear Mr McCormack,

Freedom of Information Request – FOI2019/00596

I am writing in response to your email received by Post Office Limited (“**Post Office**”) on 19 December, which I am dealing with under the terms of the Freedom of Information Act 2000 (“**FOIA**”).

In your email you have requested the following information:

I wonder if you could provide me with a list of errors in Horizon that are due to be remedied in this next release and the notes held against these errors in the Known Errors Log?

As advised previously, the information you have requested is principally held by a third party supplier, with Post Office only holding parts of that information. To the extent that Post Office has such information it is exempt under Section 43(2) of the Act, concerning likely prejudice to commercial interests and Section 31(1)(a), Law Enforcement.

Commercial Interest

Post Office considers that disclosure of information requested about updates to the Horizon system would be likely to prejudice the commercial interests of Post Office and other commercial partners, in that software updates for the Horizon system are released on a regular basis to ensure that operational performance is maintained at optimal levels, as you would expect for any large IT system. Such updates include, for example, upgrades and improvements to functionality; and the introduction of new business capabilities for products & services and are, therefore, considered to be commercially sensitive.

Post Office in this respect considers that disclosure of the information would weaken its position in a competitive environment, by revealing information which could be unfairly used by its competitors.

Law Enforcement

Post Office also relies upon the exemption under Section 31(1)(a) of the FOIA, concerning law enforcement. Post Office considers that disclosure of this information would be likely to inhibit its abilities to prevent and detect crime, in that software updates for the Horizon system are released on a regular basis to ensure that operational performance is maintained at optimal levels, as you would expect for any large IT system. Such updates include, for example, security-related matters and upgrades.

Depending on the nature and extent of changes they are applied in carefully managed periodic releases, following thorough impact assessment and testing. The Post Office cannot make public information that could compromise the security of its systems and I am unable therefore to provide you with technical details of our software updates.

Public Interest

As information has been exempted under Section 43(2) and Section 31(1)(a) of the act, a public interest test applies. This involves weighing the balance of public interest in maintaining the exemption or releasing the information. Post Office understands that there is public interest in promoting the transparency and understanding of matters which are of interest to the public. However, there is also strong public interest in ensuring that Post Office is able to operate in a fair marketplace in relation to its commercial activities and that the integrity its process and systems is protected from fraudulent or other criminal activity. This is equally applicable to the interests of its commercial partners, who should not suffer security or commercial detriments as a result of inappropriate disclosure of the information.

Accordingly, Post Office considers that the public interest is best served by maintaining the exemption respect of the information requested.

It would also be nice if you could indicate whether or not the subpostmaster network has or has not been notified of these errors that remain in the system until the new release goes live

We are planning on providing Updates on releases to Horizon to Postmasters and as a gesture of mutual cooperation we will provide you with a copy of the first Update shortly after release under separate cover.

If you have any queries about this response, please contact me. Do remember to quote the reference number above in any future communications.

I am sorry I could not provide you with the information you requested on this occasion, however 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.

Information Rights Manager
Post Office Limited
Information Rights Team
Ground Floor
Finsbury Dials
20 Finsbury Street
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,

A handwritten signature in black ink, appearing to read 'Kerry Moodie', enclosed in a thin black rectangular border.

Kerry Moodie
Information Rights Team
information.rights@postoffice.co.uk
<http://corporate.postoffice.co.uk/access-information>
@postofficenews

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