



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

Your reference:  
Our reference: FOI2021/00773

Mr Nic Oatridge  
By email: request-785461-add6aae9@whatdotheyknow.com

3 September 2021

Dear Mr Oatridge,

**Freedom of Information Request – FOI2021/00773**

I am writing in response to your email received by Post Office Limited (“**Post Office**”) on 25 August, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”).

In your email you have requested the following information:

Please could you confirm for which periods, from 1 April 2012, Post Office Limited has been wholly or partially certified to meet the ISO/IEC 27001 standard and identify the scope of the certification (e.g. all of Post Office Limited or only some specific areas of the business).

I can confirm that Post Office does hold the information you have requested from 2013 onwards as follows:

From 2013 certification, Post Office Information Security Management System (ISMS) scope covered people, Branch Network and Administration offices used to support the delivery of the AEI service, and in addition to this, critical business functions which included Finance, HR, Service Management, Information Security, Project and Change Management.

From 2019 onwards, Post Office enhanced the ISMS scope to cover all business functions within Post Office's main corporate sites, including London, Chesterfield, and Bolton.

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

I hope the information I have provided on this occasion is useful, 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 Team  
Post Office Limited  
Ground Floor  
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20 Finsbury Street  
London  
EC2Y 9AQ  
[information.rights@postoffice.co.uk](mailto: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,

*L Jackson*

Liesl Jackson  
Information Rights Team  
[information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)

**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](http://www.postoffice.co.uk/privacy)**