



Eleanor Shaikh
request-970116-
dc0e6c42@whatdotheyknow.com

Date
19 May 2023

Post Office
Ground Floor
Finsbury Dials
20 Finsbury Street
London EC2Y 9AQ
Classification:
Public

Dear Eleanor Shaikh,

Freedom of Information Request – FOI2023/00205

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 10 April, 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:

“Please can you disclose documents which detail the Quality and Compliance Assurance processes for Investigations which were implemented by the Post Office Security Team 2008-2011. Please include reports which evidence any improvement in the quality and professionalism of investigation standards eg Investigations Standards Audits.”

We can confirm that Post Office does hold information responsive to the first part of your request, regarding processes for investigations by the Post Office Security Team. Please find the document attached with this response letter, titled “*FOI2023_00205 - Information_Redacted.pdf*”. Please note, these obsolete documents contain some terminology within them which is unacceptable, for which we sincerely apologise.



We do not hold any reports that measured changes in the quality and professionalism of investigation standards.

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 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>



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.