



John O'Sullivan
request-978007-d4e7ed69@whatdotheyknow.com

Date
05 July 2023

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

Dear John O'Sullivan,

Freedom of Information Request – FOI2023/00243

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 4 May, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”) in which you requested the information shown below:

“In evidence to Sir Wyn Williams this week Anne Chambers has explained how in 2004,2011 and at other times she corrected altered or inserted data into SPM branches remotely.Why in 2015 did PV ask this" "What is the true answer? I hope it is that we know it is not possible and that we are able to explain why that is. I need to say no it is not possible and that we are sure of this because of xxx [sic] and we know this because we had the system assured." What replies did Paula Vennells receive to these questions and who supplied them?What was xxx(sic)?”

Post Office takes all FOI requests seriously and are keen to be as transparent as possible in responding. In this instance, we have interpreted your request to relate to an email sent by Paula Vennells internally in preparation for a BIS (now DBT) Select Committee hearing in 2015.



Following a reasonable and proportionate search for direct replies to this email, we have been unable to locate any specific responses. We have however located some information that was intended to be provided to Paula Vennells ahead of the BIS Select Committee. Although we cannot be certain whether Paula Vennells ever received this information, in the spirit of the FOIA and our commitment to transparency, we are disclosing this information outside of FOIA as the information appears to address the question raised.

Regarding remote access:

- Transaction data in branch accounts can't be changed remotely and there is no evidence of malicious tampering
- There is no functionality in Horizon for either a branch, PO or Fujitsu to edit, manipulate or remove transaction data once it has been recorded in a branch's accounts
- There is also no evidence at all of any malicious remote tampering

An additional passage reads:

- There is no evidence from the work undertaken over the last 2 years that Horizon does not work as it should – but every individual case is important and is being handled properly

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>

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.