



Date
30 October 2025

Post Office
100 Wood Street
London EC2V 7ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00681

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 19 September 2025, 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 verbatim in bold below:

"Please see Information Rights Request below in two parts. I appreciate that you cannot provide any private details such as names etc therefore as clarity all I require is the specific data.

1. Operational Performance Managers (Formerly Contract Advisors) - Can you please provide the actual Remuneration figure for both the lowest paid OPS and highest paid OPS and the average remuneration for the team. Please note this is not a Grade remuneration request but a Job Specific one.

1. Contract Advisors - Can you please provide the same information as set out above in the period prior to January 2025."

We can confirm that Post Office does hold the information you have requested. However, it is being withheld under sections 40(2) and 40(3A) of the Freedom of Information Act 2000 (**"FOIA"**), concerning personal data, and under section 43(2), concerning commercial interests.

Sections 40(2) and 40(3A) of the FOIA exempts personal information from disclosure if the information relates to someone other than the applicant, and if disclosure 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 because the information relates to a small number of roles and disclosure could therefore lead to individuals being identified either directly or when combined with other available information. The individuals concerned would not reasonably expect their personal data to be disclosed in response to this request.

Section 43(2) of the FOIA, exempts information from disclosure which would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). In applying this exemption we have had to balance the public interest in withholding the information against the public interest in disclosure.

We recognise that there is a public interest in disclosure of information concerning details of employee remuneration, including the Operational Performance Specialist and Contract Adviser roles as this helps promote transparency in Post Office business and reassurance about the way public money is being spent.

However, there is a stronger public interest in withholding the information as it would, if disclosed, prejudice the commercial interests of Post Office. This is because disclosing information about employee remuneration would harm the negotiation capabilities of Post Office. Salaries are determined on a case-by-case basis and so providing the information you have requested, would enable competitors of Post Office to have a commercial advantage in such negotiations and would prevent Post Office from competing in a fair marketplace. It would therefore not be in the public interest to disclose this information.

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

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/>

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