



Date  
27 June 2025

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

Classification:  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2025/00388

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 6 June, 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:

**"Would you be able to tell me what the basis is for the closure or suspension of operation of post office type services at the Chiswick Post Office located at Heathfield Terrace in West London - the Chiswick Post Office. In particular I would ask:-**

- 1. whether the Chiswick Post Office has been closed or suspended from operation,**
- 2. if the Chiswick Post Office has been closed then what are the reasons for that closure,**
- 3. if the Chiswick Post Office has been suspended from operation then what are the reasons for that suspension and**
- 4. If the answer to the foregoing request is in the sense that the Chiswick Post Office is suspended from operation then when is it expected that the Chiswick Post Office will reopen for service?"**

We can confirm that Post Office does hold some of the information you have requested. and we have provided our answers to your questions (in bold) below.

- 1. whether the Chiswick Post Office has been closed or suspended from operation,**

We can confirm the service is temporarily closed.

- 2. if the Chiswick Post Office has been closed then what are the reasons for that closure,**
- 3. if the Chiswick Post Office has been suspended from operation then what are the reasons for that suspension and**

We are withholding information relating to why the Chiswick Post Office branch has been temporarily closed 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 postmasters would not reasonably expect discussion about their contractual agreement to be disclosed in relation to this request for information.

- 4. If the answer to the foregoing request is in the sense that the Chiswick Post Office is suspended from operation then when is it expected that the Chiswick Post Office will reopen for service?"**

We cannot confirm when the Chiswick Post Office is expected to reopen.

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](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  
[www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints)

Yours sincerely,

Information Rights Team  
[information.rights@postoffice.co.uk](mailto: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](http://www.postoffice.co.uk/privacy)**