



Date  
11 March 2025

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

Classification:  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2025/00116

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 20 February, 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:

**"I want to immediately file an freedom of information request in regards to your claims that CCTV was powered down I want to see proof of the engineer claiming this was the case because I am go l g legal with this matter as its a criminal offence to interfere with the mail, and it sounds like you're covering for a union worker,**

**You can not refuse this FOI request as its legally been sought after I will grant you the legal fix amount of days to provide this along with all my other requests"**

For context, your information request relates to a complaint you sent to Post Office regarding a visit you made to the [REDACTED] on 24 January 2025.

We can confirm that Post Office does hold the information you have requested. We can confirm that an engineer site visit took place at the [REDACTED] on 14 February 2025, and you can find a screenshot of the 'Engineer Report' in Annex 1 at the end of this letter.

We have redacted some information within the screenshot as it should be 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 employees who would not reasonably expect their name or initials to be disclosed in relation to this request for information.

Please note we have removed information from the screenshot that is not relevant to your information request.

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,

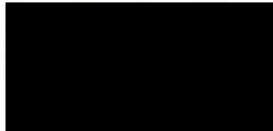
Information Rights Team  
[information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)

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

Annex 1 – Screenshot of Engineer Report Dated 14 February 2025

Job Site:



Engineer Report	Eng.	Date	On	Off	Hours
1 Attended to collect footage, found DVR downpowered after severe water damage. Advised Grapevine that footage is unattainable. Sent USB stick back to HQ. [redacted] aware of CCTV issues.	[redacted]	14-Feb-25	14:09	14:11	00:02