



Date
3 November 2025

Post Office
100 Wood Street
London EC2V 7ER

Your Ref: FOI2025/00637

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00729

We are writing in response to your email received by Post Office Limited (**“Post Office”**) on 7 October 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:

“Thank you for a reply.Can you please supply the minutes for Board Meeting November 26 th 2024. DBT specifically included the need to replace Horizon in the Annual Chair’s Letter from 2021/22 onwards, as is the correct process for outlining strategic priorities. Delivering and updating DBT on the Horizon IT Replacement has been included as a strategic priority in some format in each Chair’s Letter since this time.What discussions took place that allowed a strategic priority to be cancelled but without a Press Conference to explain the decision?Hopefully the minutes will show.”

We consider the part of your email that says, *“Can you please supply the minutes for Board Meeting November 26 th 2024”* is the only request for recorded information, and we can confirm that Post Office does hold this information.

Please see the attached document:

“20241126_POL_Board_Additional_MIN_Signed FOI2025_00729_Redacted”.

We have decided that a small amount of information 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 Post Office staff involved would not reasonably expect their names to be disclosed in relation to this request for 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