



Information Rights Team  
Post Office Limited  
Ground Floor  
Finsbury Dials  
20 Finsbury Street  
London EC2Y 9AQ  
**GRO**

Our reference: FOI201612201017

Mr Tim McCormack  
request-378119-d90bde1a

**GRO**

**Statutory Due Date: 20 January 2017**

20 January 2017

Dear Mr McCormack,

**Freedom of Information Request - FOI201612201017**

I am writing in response to your email received by Post Office Limited ("**Post Office**") on 20 December 2016, which I am dealing with under the terms of the Freedom of Information Act 2000 ("**FOIA**").

In your email, you requested information in four parts:

*a) I will ask again - could you please provide me with the contents of the Known Errors Log as of January 2016.*

Post Office either does not hold the information you have requested or it is exempt from disclosure. The information you have requested is principally held by a third party supplier, with Post Office only holding parts of that information. To the extent that Post Office has such information it is exempt under Section 43(2) of the Act, concerning likely prejudice to commercial interests and Section 31(1)(a), Law Enforcement.

In addition I can advise that some of the information we do hold is exempt information by virtue of the section 42 exemption, legal professional privilege.

**Legal Professional Privilege**

I have considered the reasons for which this type of information would be prepared. The legal professional privilege exemption at s42 of the Act states that information in respect of which a claim to legal professional privilege of communications could be maintained in legal proceedings is exempt information. In applying that exemption to the information sought, the information has been commissioned for the dominant purpose of legal advice between Post Office's legal advisers and other third parties and therefore squarely satisfies the test at s42 of the Act. Post Office maintains its right to assert that legal professional privilege would apply in respect of the information.

- b) Please provide me with a list of people in POL (job titles will suffice) who are provided with a copy of the known errors log.*
- c) please provide me with the list of known errors in Horizon that is provided to Branch Auditors before they are asked to perform a branch audit.*
- d) please provide me with a list of known errors in Horizon that is provided to Subpostmasters and Operators in order that they can check to see if they have occurred at their branch.*

Post Office does not hold information requested to b), c) and d) above

I am sorry we were not able to provide you with the information you requested on this occasion, however 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 below stating your reasons for your internal review request.

Information Rights Manager  
Post Office Limited  
Information Rights Team  
Ground Floor  
Finsbury Dials  
20 Finsbury Street  
London  
EC2Y 9AQ  
foia: **GRO**

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: **GRO**  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Yours sincerely

**GRO**

Kerry Moodie  
Information Rights Team  
foia: **GRO**  
<http://corporate.postoffice.co.uk/access-information>  
**GRO**