



Date  
23 May 2024

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

Classification:  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2024/00579

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 9 April, 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 provide the following details:**

- 1. What data storage vendors do you currently use for your primary storage?**
- 2. How large in Terabytes is your primary storage? (>50TB, 50-200TB, 200-500TB, 500-1PB, 1PB<?)**
- 3. How many physical servers do you have?**
- 4. Do you use containerized applications anywhere within your IT infrastructure?**
- 5. Do you use Kubernetes anywhere within your IT infrastructure?**
- 6. Who do you use for your infrastructure and backup storage software?**
- 7. How large is your backup storage in Terabytes?**
- 8. What data do you use your backup storage for?**
- 9. When is your backup storage due for refresh?**
- 10. Do you use the public Cloud (AWS/Microsoft Azure/Google Cloud)?**
- 11. If you use Public Cloud, what applications are you using it for?**
- 12. How large in terabytes is your public cloud estate?**
- 13. Do you use Azure VMware Solution?**
- 14. When is your primary data storage due for a refresh/review?**
- 15. Which VAR (value-added resellers) do you purchase IT infrastructure through? (E.g., CDW/Softcat/MTI/Telefonica Tech, etc.**
- 16. Which frameworks does your procurement use?**
- 17. Does the Estates department have a budget to purchase medical devices and IT separate to central IT for CCTV?**
- 18. What is the annual budget for Estates/Facilities?**

**19. What % of the estates budget is associated with IT systems for the management and running of the building and facilities (e.g., CCTV systems)?”**

We can confirm that Post Office does hold some of the information you have requested.

**Questions 1-15 & 17-19**

The information you have requested falls under the exemption in section 31(3) of the FOIA, which relates to the prevention or detection of crime. This exemption is engaged because providing the information will prejudice the prevention of crime by facilitating the possibility of a criminal offence being carried out.

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 relating to the IT infrastructure including data storage and what IT systems are used by the Post Office, as this enhances transparency about the ways of working within Post Office.

On the other hand, there is a strong public interest in withholding information concerning Post Office's IT infrastructure as the information held within them could be used as the basis of criminal activity / a cyber-attack to try and obtain the information for nefarious means. Disclosure of the information would prejudice the investigation of any incidents of criminal activity if it were to occur.

**16. Which frameworks does your procurement use?**

Post Office can potentially use any relevant frameworks that are Public Regulation 2015 compliant from a Professional Buying Organisation (PBO). Frameworks that have been used previously include those created by the Crown Commercial Service (CCS), Health Trust Europe (THE), and the Eastern Shires Purchasing Organisation (ESPO), and we have our own Digital Capabilities Framework (DCF).

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/>

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