Our ref: 2351498

3rd May 2022

Dear ###

We write further to your request which was received on 29 March 2022 and which states:

1. How many people from each of the 4 sorting offices across the island have taken MARS in the last 5 years?
2. Can you break this down by each sorting office?
3. Can you break down the age ranges of those who took MARS, from each of those sorting offices?

While our aim is to provide information whenever possible, in this instance the Isle of Man Post Office (IOMPO) does not hold some of the information that you have requested:

- MARS was introduced by IOMPO in January 2019 and therefore data is only available for the past three calendar years

I have detailed below the information that is held:

1. How many people from each of the 4 sorting offices across the island have taken MARS in the last 5 years?
   20
2. Can you break this down by each sorting office?
   Douglas Sorting Office – 14
   Northern Delivery Office – 2
   Peel Delivery Office – 2
   South Delivery Office – 2

3. Can you break down the age ranges of those who took MARS, from each of those sorting offices?
   While our aim is to provide information whenever possible, in this instance we are unable to provide some of the information you have requested because it is absolutely exempt under section 25 of the Act (absolutely exempt personal information). The reasons why that exemption applies are that:
   - IOMPO is satisfied that the information amounts to personal data of which you are not the data subject; and
   - IOMPO is satisfied that disclosure of the information would contravene one of the data protection principles as set out at Article 5 of the General Data Protection

Regulation as it applies in the Isle of Man pursuant to the Data Protection (Application of GDPR) Order 2018, namely that IOMPO can only disclose the information where it would be fair, lawful and meet one of the conditions for lawful processing in Article 6 and in this case, none of those conditions have been met.

Please quote the reference number 2351498 in any future communication.

Your right to request a review

If you are unhappy with this response to your freedom of information request, you may ask us to carry out an internal review of the response, by completing a complaint form and submitting it electronically or by delivery/post.

An electronic version of our complaint form can be found by going to our website at https://services.gov.im/freedom-of-information/Review . If you would like a paper version of our complaint form to be sent to you by post, please contact me and I will be happy to arrange for this. Your review request should explain why you are dissatisfied with this response, and should be made as soon as practicable. We will respond as soon as the review has been concluded.

If you are not satisfied with the result of the review, you then have the right to appeal to the Information Commissioner for a decision on;

1. Whether we have responded to your request for information in accordance with Part 2 of the Freedom of Information Act 2015; or
2. Whether we are justified in refusing to give you the information requested.

In response to an application for review, the Information Commissioner may, at any time, attempt to resolve a matter by negotiation, conciliation, mediation or another form of alternative dispute resolution and will have regard to any outcome of this in making any subsequent decision.

More detailed information on your right to a review can be found on the Information Commissioner's website at www.inforights.im.

Should you have any queries concerning this letter, please do not hesitate to contact me.

Further information about freedom of information requests can be found at www.gov.im/foi.

Yours sincerely

FOI Co-ordinator