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Our ref: 1312809

18 June 2020

Dear ###

We write further to your request which was received on 1 June 2020 and which states:

"The information is to try and understand the changes and compare duties.

Part 1 - A copy of all mail counts (letters, flats, packets and parcels) for the revision held in 2019, to include walks, rurals and parcel duties. (All island)

Part 2 - A copy of items scanned per duty (specials, recorded, Int. registered, tracked), since the revision in October 2019.

Part 3 - Number of hours worked per duty per week for both 5 day and 6 day duties since the revision in October 2019. This can be easily obtained from our scan in and scan out requirement, not to include overtime hours!

Clarification from supplementary FOI request (1313109) Part 3 - This can be easily obtained from our scan in and scan out requirement and duty scanners, not to include overtime hours covering staff shortages (taking out mail for a second duty)!

Part 4 - Hours worked on Saturday's since the revision in October 2019, permanent duties only not overtime or casual staff."

Our response to your request is as follows:

s25(b)(i) & (ii) - 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:

- Isle of Man Post Office (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.

The exemption relates to the scanned records of staff in/out of premises and of duty scans (mail/parcels) as it contains personal information.

While our aim is to provide information whenever possible, in this instance the information is exempt from disclosure under section 30 of the Act as disclosure would be likely to prejudice the commercial interests of IOMPO.

As section 30 is a qualified exemption, it is subject to a public interest test. The public interest must be something that is of serious concern and benefit to the public at large. In taking these factors into account the IOMPO determined that the factors in favour of maintaining the exemption outweigh the factors in favour of disclosing the information.

The qualified exemption relates to the provision of mail counts (letters, flats, packets and parcels) as publishing this information into the public domain would provide our competitors with commercial volumes, which would be detrimental to IOMPO commercial and public service.

Please quote the reference number I312809 in any future communications.

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.

I will now close your request as of this date.

Yours sincerely

FOI Co-ordinator