

Reference: 01469685

Katherine Childs
Information Rights Advisor
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19 July 2022

Freedom of Information: Right to know request

Thank you for your request for information asking for any documents or data that Ofcom holds on the total volume of direct mail delivered to residential addresses in the UK. We received this request on 22 June 2022 and have considered it under the Freedom of Information Act 2000 (the "FOI Act").

Your request

You asked:

I would like to request any documents or data you hold about the total volume of direct mail (as in "personally addressed advertising mail") delivered to residential addresses in the United Kingdom, if possible on a year-by-year basis and going back to 2011.

Our response

I am writing to advise you that Ofcom cannot disclose the information you requested.

The information is being withheld as it falls under the exemption in section 44(1) of the Act. Section 44(1) of the Act provides that information is exempt from disclosure if its disclosure is prohibited by or under any enactment. The enactment that prohibits the disclosure of this information is the Postal Service Act 2011. Section 56 of the Postal Services Act 2011 prevents us from disclosing information that we have obtained, which relates to the affairs of a particular business (so long as the business is being carried on), unless we have the consent of that business or one of the other gateways for disclosure in section 56(2) of the Postal Services Act 2011 applies, neither of which apply here. Section 44 is an absolute exemption under the Act and does not require a public interest test.

If you have any queries, then please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Katherine Childs

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF