

Reference: 01499215

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Freedom of Information request: Right to know request

Thank you for your request for information concerning international letters sent from and to Great Britain. Your request was received on 24 August 2022 and we have considered it under the Freedom of Information Act 2000 (the "FOI Act").

Your request

I would like information on the following if you hold those records:

- 1.) Number of international letters received by the Royal Mail for distribution in Great Britain from 2018 - 2021*
- 2.) Number of international letters forwarded by the Royal Mail for distribution abroad from 2018 - 2021*
- 3.) A breakdown of which countries were the biggest senders of letters received by the Royal Mail for distribution in Great Britain from 2018 - 2021*
- 4.) A breakdown of which countries were the biggest receivers of letters forwarded by the Royal Mail for distribution abroad from 2018 - 2021*

Letters in this context refer to both:

- "letters" up to length 240mm, width 165mm, thickness 5mm and weighing no more than 100g; and*
- "Large Letters" means any item larger than a Letter and up to length 353mm, width 250mm, thickness 25mm and weighing no more than 750g*

Our response

In answer to questions 1 and 2, we do hold international letters volumes split by export and import, however we consider that disclosure of this information is exempt under section 44(1) of the FOI 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 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 apply, neither of which apply here. Section 44 is an absolute exemption and does not require a public interest test.

Royal Mail publish some information in relation to their business which can be found [here](#). You may also find our [Annual monitoring updates on the postal market](#) useful for information about what we do publish.

In answer to questions 3 and 4, we do not hold this information.

I hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely

Zach Westbrook

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