

Reference: 02163908

Information Requests
information.requests@ofcom.org.uk

16 March 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning Royal Mail Records tracking data.

We received this request on 16 February 2026 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

“Please can you provide a copy of any standards/requirements set by OFCOM applicable to (a) retention, and (b) availability, of tracking data for residential deliveries in the UK.

For example, Royal Mail offers a number of services such as Special Delivery, Tracked 24, Tracked 48 etc. which allow consumers to track the status of a postal package typically via an app or on a website, using a tracking reference number. Does OFCOM set any standards/requirements for how long Royal Mail (a) retains this data, and (b) makes it available to the public.”

Our response

Ofcom regulates several products offered by Royal Mail under the Universal Service Obligation (USO) laid out in the Postal Services Act 2011, commonly known as USO products. The tracking of Royal Mail products is not part of the USO, and therefore Ofcom does not have requirements in regard to Royal Mail’s provision or performance in the tracking of these products, including data retention by Royal Mail.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).