

Private and Confidential

Karen Hughes
14 Beacon Place
Glasgow
G33 3HT

31st July 2026

Re: File Closure – Privacy Notice and Statutory Notice Period

Dear Karen,

We have attempted to contact you several times regarding your Redress Claim, but we have not been able to reach you.

As we have not received a response, we will now begin the process of closing your file and will notify Redress Scotland that your claim is no longer proceeding as you wish to withdraw your application from Redress.

This decision is being made in line with our legal obligations under the UK GDPR and the Data Protection Act 2018. These laws require us to ensure that personal information is:

- used only for a clear and lawful purpose
- accurate and up to date
- kept only for as long as it is needed
- stored securely and handled with care

Because we cannot progress your enquiry without contact from you, we are required to close your file and limit how long we continue to hold your information.

Before your file is closed, it will be placed into the **company's notice period of 10 working days**. This notice period gives you the opportunity to get in touch if you wish to continue with our support. If we do not hear from you within this timeframe, your file will be formally closed.

Once closed, your information will be retained only for the period required by our **legal and regulatory retention schedule**, after which it will be securely deleted, in accordance with our **Data Retention and File Management Policy**, a copy of which can be provided on request.

You continue to have rights over your personal information, including the right to request access, correction, or deletion, where appropriate.

Please note that based on our Terms of Business, should you end the contract with us you are liable for works carried out on your behalf and the firm may be entitled to recover reasonable costs for work completed up to the date of withdrawal, unless the firm agrees to waive these costs.

If you wish to continue with your enquiry or would like your file reopened during the notice period, please contact us and we will be happy to support you.

You can call us on 0203 004 6549, send a text/WhatsApp message to 07984 815011 (please note we are unable to accept calls on this number) or via email to support@aikerlegal.org

Yours sincerely,
Sam Morris

Aiker Legal Support Team