

Professor Soumen Sengupta
Chief Officer, Health and Social Care

MMA Legal
redress@mmalegal.co.uk

Our ref: DPA/WC/JM
Your ref:
Date: 29 July 2026

Dear Sirs

UK General Data Protection Regulation as supplemented by the Data Protection Act 2018 (GDPR)
Article 15 of the UK GDPR – Right of Access

Thank you for your request to exercise the above right of your client, Victoria Pollock set out in the GDPR received by the Council on 7 July 2026 in which you ask for a copy of the following personal data:

Evidence that Victoria Pollock was in care.

The Council cannot give you any of this information because it does not have it. We have undertaken extensive searches within South Lanarkshire Record Centre and the Mitchell Library and cannot locate any information within our information system.

I am sorry that we cannot be of any further help at this time. If Ms Pollock has any new information that may help in locating her information, then please send this to us, but at this time there are no further checks that South Lanarkshire Council can undertake.

Complaints

If you want to complain about the way we have handled your request, you can

- ask the council's Data Protection Officer (DPO) to assess and advise on whether the council has complied with its obligations or
- contact the Information Commissioner and request to investigate the position.

If you want the Council's Data Protection Officer to investigate your complaint you can use our online form - [Data protection complaints - South Lanarkshire Council](#)

You can also make your complaint by writing to:

The Data Protection Officer
Finance and Corporate Resources
South Lanarkshire Council
Council Offices
Almada Street
Hamilton ML3 0AA

Or, you can complain by email to dp@southlanarkshire.gov.uk

Council Offices, Almada Street, Hamilton ML3 0AA Phone: 0303 123 1008

Email: wendy.cranston@southlanarkshire.gov.uk



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The Information Commissioner

If you want to complain to the Information Commissioner, there are more details on how to do so at the Commissioner's website at [Information Commissioner's Office](#).

Application to court

In addition to your right to complain to the DPO and/or the Information Commissioner, you can apply to court for it to determine whether the council has, in the way that it has handled or responded to your request, has infringed your right of access. If the court decides that the council has done so, it may order it, in order to ensure that it does comply with your right, to

- take steps specified in the order or
- refrain from taking steps specified in the order.

You should take your own independent legal advice about going to court.

Yours sincerely

Wendy Cranston
Team Leader (Performance, Governance and Planning)