

Customer Details:

Anonymous: No

Name and Address: Mr, Daniel MMA Legal , 43-59 Princes., Stockport, SK1 1RY.

Organisation: MMA Legal

Contact Details: evidence@mmalegal.co.uk, 0161 570 0550

Case details:

Location:

At a Social Work, Care or Homelessness Services building, facility or venue

When did this happen?

12/08/2026 12:53

What happened / what went wrong?

From: evidence@mmalegal.co.uk <evidence@mmalegal.co.uk>

Sent: 12 August 2026 12:53

To: Data Protection (SW) <DataProtection@sw.glasgow.gov.uk>

Subject: Re: Access to Records - PE - Your ref 100076 Our ref 20260506-DP8579865 (OFFICIAL - SENSITIVE: Personal Data)

Urgent: Overdue Subject Access Request - Request for Immediate Update

Good afternoon,

Thank you for your email. I note its contents.

I am writing to request an urgent update regarding the Subject Access Request (SAR) for Paul Ewing/ 100076, submitted on 05/05/2026. The statutory response deadline of 04/06/2026 has now passed, and we have not received the requested information or a confirmed completion date. The ICO's guidance states that a SAR must be completed without undue delay and, ordinarily, within one calendar month. If an extension is necessary because a request is complex, the requester must be informed of the extension and the reasons for it within the original one-month period.

We are also concerned that several SARs submitted by us on behalf of individual clients are now overdue. Each request relates to a separate data subject and should be considered individually. Please therefore confirm:

1. The current status of this request and the reason for the delay.
2. Whether an extension was applied and, if so, when and why we were notified.
3. The date by which the complete response will be provided.
4. The reasons for the wider delays affecting our outstanding requests.
5. What measures are being implemented to prevent further delays and ensure compliance with statutory timescales.

We acknowledge your suggestion that applications could proceed using a chronology of care. However, our clients' applications are individually assessed to ensure that the evidence presented accurately reflects their experiences and supports the appropriate level of redress. A chronology of care alone would not provide sufficient information for this purpose and cannot replace the complete personal information requested under the SAR.

These delays are particularly concerning because several affected clients are vulnerable, and some are terminally ill. The outstanding records are required before their applications can progress. We therefore ask that these cases be reviewed urgently and prioritised where reasonably possible, taking account of the serious consequences that further delays may have for the individuals

concerned.

Please provide a substantive response, including a firm date for disclosure, by [date]. If the request cannot be completed by then, please explain the specific outstanding work, the reason it has not yet been completed, and the earliest date on which the complete response will be supplied.

We hope this can be resolved promptly. However, if we do not receive a satisfactory response, we will consider referring the matter to Glasgow City Council's Data Protection Officer and, where appropriate, raising a complaint with the Information Commissioner's Office.

Kind regards,

Daniel

Investigations Team

MMA Legal

How would you like your complaint resolved?

To be supplied with requested info.

Are you reporting this on behalf of another?

No

Third Party's Contact Details (if relevant)

Name:

Address: , ,

Contact Details: ,

The customer requires a response:

No