

Our Ref: MS/LC
Your Ref: Margaret Stewart
Contact:
Tel: 01236 622 2100
E-mail:
Date: 06/07/2026



MMA Legal
Stok, Princes Street
Stockport, England
SK1 1RY

Health and Social Care

Coatbridge Locality
Buchanan Centre,
126 – 130 Main Street,
Coatbridge ML5 3BJ
www.northlanarkshire.gov.uk

Dear Sirs,

Re: Subject Access Request – Isabel McCracken – 18/08/1978

Thank you for your request for access to your client's personal information under the Data Protection Act 2018.

We are now ready to provide you with a response to this request.

Please contact us on swcoatmansupport@northlan.gov.uk to arrange the secure handover of this information. Do be aware that we may ask for additional proof of identity and will require you to sign a receipt.

If you wish to plan for someone else to receive the information, we will need to check their identity and will need written confirmation that your client has authorised them to receive the information on his/her behalf.

If you wish to arrange delivery by Royal Mail, we will confirm delivery details and will require the package to be signed for by the person named on the package. Alternatively, if you wish these to be emailed over, please advise of a secure mailbox that we can forward these to.

Please remember that, as we informed you in a previous letter, an individual is only entitled to a copy of their own personal data not necessarily the document in which that data is contained. Any response received will contain a description of the personal data that we hold. This will not always be a copy – redacted or otherwise – of one of the original records that we hold.

Copies of actual documents may not be provided due to (not a complete list of exemptions):

- The scale and complexity of the task in terms of redacting individual documents.
- The inclusion of third-party personal information
- Documents which did not contain personal information on the subject.

- Information already shared with the requester, or which the requester had provided (such as correspondence).
- The inclusion of health and medical information, which we are not allowed to disclose.

If you are not happy with our response, you can ask us for a review of your request. You also have the right to complain to the Information Commissioner's Office or seek judicial remedies. Information is available on the Information Commissioner's website at <https://ico.org.uk/your-data-matters/raising-concerns/>.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'MS', with a long horizontal stroke extending to the right.

Margaret Stewart
Locality Social Work Manager