

---

**Re: Subject Access Requests - Important Update - Our Ref: DP8573686 (OFFICIAL - SENSITIVE: Personal Data)**

---

**From** evidence@mmalegal.co.uk <evidence@mmalegal.co.uk>  
**Date** Fri 2026-07-03 1:36 PM  
**To** Data Protection (SW) <DataProtection@sw.glasgow.gov.uk>

Good afternoon,

Thank you for your previous email; we note its contents.

We will extend the deadline to the 28<sup>th</sup> of July 2026. This is 3 months from your acknowledgement letter. We expect to receive a response providing our client's care records before the above deadline.

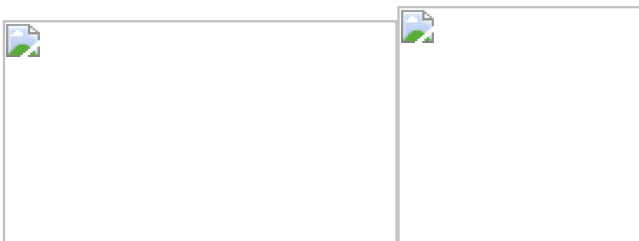
If you require any further information, don't hesitate to contact us.

We look forward to hearing from you in due course.

Kind regards,

James  
Investigations Team  
MMA Legal

E: Evidence@mmalegal.co.uk  
T: 0161 570 0550



MMA Legal Limited is a company registered in England & Wales (registered number: 13900519). MMA Legal Limited is authorised and regulated by the Solicitors Regulation Authority, SRA Number: 8000579. A list of directors is available at the Registered office address STOK, 43-59 Princes., Stockport, SK1 1RY.

Cyber Crime Alert Please be aware that there is a risk posed by cyber fraud, especially in relation to bank account details. Please check with us before transferring any funds across if you are unsure and would like to confirm our bank details. MMA Legal Limited will not accept responsibility if you transfer money into an incorrect bank account. If you are not the intended recipient of this email please contact us immediately.

---

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

**Sent:** 17 June 2026 4:17 PM

**To:** evidence <evidence@mmalegal.co.uk>

**Subject:** RE: Subject Access Requests - Important Update - Our Ref: DP8573686 (OFFICIAL - SENSITIVE: Personal Data)

**OFFICIAL - SENSITIVE: Personal Data**

Dear MMA Legal

Thank you for your email.

I note you advise you have had no correspondence from us in relation to your request. Our records show an acknowledgement letter was issued on 28 April 2026. A copy of which is attached for reference. Further correspondence on 18 May 2026 detailing the outstanding SARs we had for your organisation.

I can advise that relevant records related to your client have been identified. Once these files have been collated, they will then await allocation to an Officer for review/redaction. It is likely this process will take some time also due to the significant backlog our team are experiencing as a result of the Scottish Government's Redress Scheme (over 950 requests) and the varying and complex nature of these requests. Your request is currently queued at approximately **707th** in the queue. As such, our team is not yet in a position to issue a response to you, nor provide a timescale for this.

Per the note above, if your request has been made to gather information to support a Redress application, it is likely to be in your client's best interests to withdraw this SAR and instead request a Chronology of Care to avoid any unnecessary delay to your client's application.

Kind regards

Lorna

Lorna Fitzpatrick  
Resource Worker  
Complaints, FOI and Investigations Team  
Business Development  
Glasgow City Health and Social Care Partnership  
Commonwealth House  
32 Albion Street  
Glasgow G1 1LH  
Phone 07741 291366  
Email [lorna.fitzpatrick@glasgow.gov.uk](mailto:lorna.fitzpatrick@glasgow.gov.uk)  
[www.glasgowcity.hscp.scot](http://www.glasgowcity.hscp.scot)  
[www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
<http://www.nhsggc.org.uk/>

**OFFICIAL - SENSITIVE: Personal Data**

Proud host city of the 2026 Commonwealth Games

Please print responsibly and, if you do, recycle appropriately.

Disclaimer: This email is from Glasgow City Council or one of its Arm's Length Organisations (ALEOs). Views expressed in this message do not necessarily reflect those of the council, or ALEO, who will not necessarily be bound by its contents. If you are not the intended recipient of this email (and any attachment), please inform the sender by return email and destroy all copies. Unauthorised access, use, disclosure, storage or copying is not permitted. Please be aware that communication by internet email is not secure as messages can be intercepted and read by someone else. We therefore strongly advise you not to email any information which, if disclosed to someone else, would be likely to cause you distress. If you have an enquiry of this nature then please write to us using the postal system. If you choose to email this information to us there can be no guarantee of privacy. Any email, including its content, may be monitored and used by the council, or ALEO, for reasons of security and for monitoring internal compliance with the office policy on staff use. Email monitoring or blocking software is also used. Please be aware that you have a responsibility to make sure that any email you write or forward is within the bounds of the law. Glasgow City Council, or ALEOs, cannot guarantee that this message or any attachment is virus free or has not been intercepted and amended. You should perform your own virus checks.

### Protective Marking

We are using protective marking software to mark all our electronic and paper information based on its content, and the level of security it needs when being shared, handled and stored. You should be aware of what these marks mean for you when information is shared with you:

- 1.OFFICIAL SENSITIVE (plus one of four sub categories: Personal Data, Commercial, Operational, Senior Management) - this is information regarding the business of the council or of an individual which is considered to be sensitive. In some instances an email of this category may be marked as PRIVATE
- 2.OFFICIAL - this is information relating to the business of the council and is considered not to be particularly sensitive
- 3.NOT OFFICIAL – this is not information about the business of the council.

For more information about the Glasgow City Council Protective Marking Policy please visit <https://glasgow.gov.uk/protectivemarking> For further information and to view the council's Privacy Statement(s), please click on link below:[www.glasgow.gov.uk/privacy](http://www.glasgow.gov.uk/privacy)