
Re: MMA Legal Limited - Our Reference: 100032 (OFFICIAL)

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

Date Wed 2026-07-01 3:06 PM

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

Good afternoon,

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

Could you kindly, for this specific request, send a chronology of care alongside the Subject Access Request. Therefore, we can evaluate the chronology of care to make a decision in halting Subject Access request to Glasgow City Council in the future.

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



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

Sent: 29 June 2026 3:56 PM

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

Subject: RE: MMA Legal Limited - Our Reference: 100032 (OFFICIAL)

OFFICIAL

Good afternoon,

Thank you for your email.

In terms of an update, I can advise that we are waiting on the outcome of our searches. 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 (c950 requests) and the varying and complex nature of these requests. Your request is currently queued at approximately **689th** 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.

I apologise for this and for the continued delay you are likely to experience. Please be assured that this is not due to any mismanagement of your request but rather due to an exponential increased in demand which has been out with our control. Our team are working diligently to progress these requests as quickly as possible.

Please note, 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

Megan

Megan Leitch
Administrative Assistant
Complaints, FOI and Investigations Team
Business Development
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Commonwealth House
32 Albion Street
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Phone 0141 276 2535
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www.glasgow.gov.uk
www.glasgowcity.hscp.scot
www.nhs.gov.uk

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

Sent: 29 June 2026 11:55

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

Subject: MMA Legal Limited - Our Reference: 100032

Dear Sir/Madam

Our Reference: 100032

Our Client: Mr Lee Johnstone

We are writing to you in relation to the aforementioned client and reference.

We submitted a Data Subject Access Request on 29th of April 2026 , together with a Letter of Authority and received an Acknowledgement email/letter from you on 05th of May 2026.

Since the date of your acknowledgement, a further 28 days have now passed and we have not received a response or any formal request for a further extension of time.

As a gesture of goodwill, and in an attempt to negate the need for a formal complaint being issued to the Information Commissioner's Office, we would grant a further 14 days from the date of this correspondence for documents to be provided or a formal extension request to be made.

For ease, we would be grateful if you can provide all requested information electronically to evidence@mmalegal.co.uk

Should we not receive the requested information or communication from you requesting a further extension of time, we will be issuing a complaint to the ICO without further notice.

We trust this will not be necessary and look forward to receiving the requested information without further delay.

Yours Faithfully

James Lowe
MMA Legal Limited

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