
Re: MMA Legal Limited - Our Reference: 100064 (OFFICIAL)

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

Date Mon 2026-07-20 3:14 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 provide us with an update as to your current position in providing us with our clients records.

We note that our request was sent on the 20th of April 2026, we are now 3 months past our initial request with no indication of a timeframe as to when you will supply us with our clients records.

We have stated in our previous correspondence that It had been confirmed by Renfrewshire Council, that when in receipt of a response from you for their historical files they suggested to contact you in relation to the following files held by the Mitchell library being:

GCC SWD DRUMCHAPEL 7013 BOX3 75Y-010369 S6017432 MCLEAN SHEILA

GCC SWD ANNIESLAND 3709 BOX2 75Y-010369 6017432-SN MCLEAN SHEILA

GCC SWD DRUMCHAPEL 7449 BOX18 75Y-010369 S6017432 MCLEAN SHEILA

SWD GOOD SHEPHERD CT 1542 BOX15 75Y-010369 0660 MUIR MCLEAN SHEILA'

We are aware of your high volume of requests, however, we are past the appropriate timeframe to successfully action a Subject Access Request. As a gesture of good will, we will allow up to the end of the week (24th of July 2026) for you to provide us with a full response.

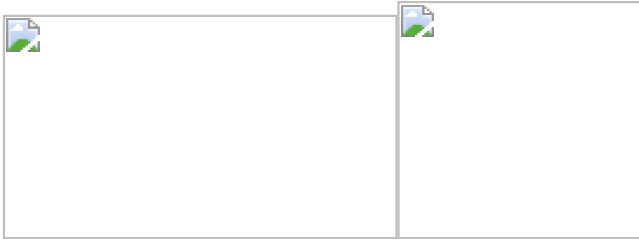
If you fail to provide us with a response, we will be escalating the matter further to the ICO.

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 11:26 AM
To: evidence <evidence@mmalegal.co.uk>
Subject: RE: MMA Legal Limited - Our Reference: 100064 (OFFICIAL)

OFFICIAL

Good morning

Thank you for your email.

In terms of an update, 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 (c950 requests) and the varying and complex nature of these requests. Your request is currently queued at approximately **660th** 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
Glasgow G1 1LH
Phone 0141 276 2535
Email megan.leitch@glasgow.gov.uk

www.glasgow.gov.uk
www.glasgowcity.hscp.scot
www.nhsggc.org.uk

From: MMA Legal <evidence@mmalegal.co.uk> <evidence@mmalegal.co.uk>
Sent: 26 June 2026 13:22
To: Data Protection (SW) <DataProtection@sw.glasgow.gov.uk>
Subject: MMA Legal Limited - Our Reference: 100064

Dear Sir/Madam

Our Reference: 100064
Our Client: Miss Sheila Mclean

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

We submitted a Data Subject Access Request on 20th April 2026, together with a Letter of Authority and the relevant defined period has now expired. Despite this expiry, we have not received any formal request for an 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.

We note that when in receipt of a response from Renfrewshire Council, they suggested to contact you in relation to the following files held:

'Deposited by GCC SWD DRUMCHAPEL 7013 BOX3 75Y-010369 S6017432 MCLEAN SHEILA

GCC SWD ANNIESLAND 3709 BOX2 75Y-010369 6017432-SN MCLEAN SHEILA

GCC SWD DRUMCHAPEL 7449 BOX18 75Y-010369 S6017432 MCLEAN SHEILA

SWD GOOD SHEPHERD CT 1542 BOX15 75Y-010369 0660 MUIR MCLEAN SHEILA'

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 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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Registered Office: Stok, Princes Street, Stockport SK1 1RY

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