
Re: MMA Legal Limited - Our Reference: 100035 - DP8566440 (OFFICIAL - SENSITIVE: Personal Data)

From <evidence@mmalegal.co.uk>

Date Fri 2026-08-14 2:43 PM

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

Good afternoon,

Could you kindly provide us with an update as to your current position in regard to providing us with our client's records.

We note that our request was sent on the 13th of August and it has now been more than 4 Calander months without a full response.

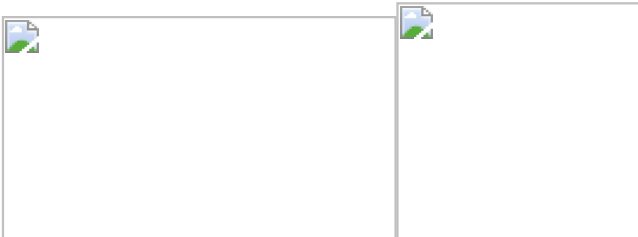
We look forward to hearing from you in due course.

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.

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

Sent: 10 July 2026 2:26 PM

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

Subject: RE: MMA Legal Limited - Our Reference: 100035 - DP8566440 (OFFICIAL - SENSITIVE: Personal Data)

OFFICIAL - SENSITIVE: Personal Data

Good afternoon,

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 (c970 requests) and the varying and complex nature of these requests. Your request is currently queued at approximately **573th** 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
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www.nhsggc.org.uk

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

Sent: 10 July 2026 10:43

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

Subject: Re: MMA Legal Limited - Our Reference: 100035 - DP8566440 (OFFICIAL - SENSITIVE: Personal Data)

Good morning,

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

Could you kindly provide us with an update as to our current position in providing us with our clients records.

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: 24 June 2026 1:41 PM

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

Subject: RE: MMA Legal Limited - Our Reference: 100035 - DP8566440 (OFFICIAL - SENSITIVE: Personal Data)

OFFICIAL - SENSITIVE: Personal Data

Dear Mr Lowe,

Thank you for your email.

I can advise we are awaiting confirmation of any identified records and when this confirmation and records have been received and scanned, they will 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 (approx. 940 requests) and the varying and complex nature of these requests. Your clients request is currently queued at approximately **617** in the queue. As such, our team is not yet in a position to issue a response to you.

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.

Regards

Elaine McCorkell
Administration Officer
Complaints, FOI and Investigations Team
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www.glasgow.gov.uk
www.nhs.uk

From: MMA Legal <evidence@mmalegal.co.uk> <evidence@mmalegal.co.uk>
Sent: 24 June 2026 12:26
To: Data Protection (SW) <DataProtection@sw.glasgow.gov.uk>
Subject: MMA Legal Limited - Our Reference: 100035

Dear Sir/Madam

Our Reference: 100035
Our Client: Ms Lorraine Moffat

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

We submitted a Data Subject Access Request on 13th April, 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.

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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