
Re: Our ref: 100145; Data Subject Access Request under Article 15 UK GDPR and Section 45 DPA 2018 - DP8572758 (OFFICIAL - SENSITIVE: Personal Data)

From evidence@mmalegal.co.uk <evidence@mmalegal.co.uk>
Date Wed 2026-07-01 2:05 PM
To Data Protection (SW) <DataProtection@sw.glasgow.gov.uk>

 1 attachment (228 KB)
mark Ashton id.jpg;

Good afternoon,

Please find attached our clients photo ID that we have on file. We note that you have been in receipt of our clients signed mandate and proof of address to satisfy the requirements of a data subject access request.

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: 24 June 2026 3:06 PM

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

Subject: RE: Our ref: 100145; Data Subject Access Request under Article 15 UK GDPR and Section 45 DPA 2018 - DP8572758 (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. 945 requests) and the varying and complex nature of these requests. Your clients request is currently queued at approximately **670** 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
Business Development
Glasgow City Health and Social Care Partnership
Commonwealth House
32 Albion Street
Glasgow G1 1LH
Mobile 07826066472
Email elaine.mccorkell@glasgow.gov.uk
www.glasgowcity.hscp.scot
www.glasgow.gov.uk
www.nhsggc.org.uk

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

Sent: 24 June 2026 13:45

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

Subject: Re: Our ref: 100145; Data Subject Access Request under Article 15 UK GDPR and Section 45 DPA 2018 (OFFICIAL)

Good afternoon,

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

Following from our previous correspondence I can confirm your 'DP reference' is as follows:

DP8572758

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



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: 03 June 2026 1:57 PM

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

Subject: RE: Our ref: 100145; Data Subject Access Request under Article 15 UK GDPR and Section 45 DPA 2018 (OFFICIAL)

OFFICIAL

Good afternoon,

We require either a name or our "DP" reference that you would have been supplied with in order to search for any records.

Please provide this going forward and for this client.

Kind regards,
Megan

Megan Leitch
Administrative Assistant
Complaints, FOI and Investigations Team
Business Development
Glasgow City Health and Social Care Partnership
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: evidence@mmalegal.co.uk <evidence@mmalegal.co.uk>
Sent: 03 June 2026 13:25
To: Data Protection (SW) <DataProtection@sw.glasgow.gov.uk>
Subject: Our ref: 100145; Data Subject Access Request under Article 15 UK GDPR and Section 45 DPA 2018

Good afternoon,

We write in relation to the above matter.

As you will be aware, we sent our Clients DSAR on 22nd April 2026, and a response was due on or before 22nd May 2026.

We to date have not received any response/acknowledgement and are now chasing the same.

Can you please confirm as a matter of urgency that the DSAR sent on 22nd April 2026 was acknowledged and processed accordingly under Article 15 of the Data Protection Act 2018 or if the DSAR is now legally overdue and your establishment has failed to comply.

Should you be in breach of Article 15 of the Data Protection Act 2018, can you please provide us with your internal complaints process.

Should we not hear from you within 14 days from the date of this communication, we will have no option but to escalate the matter to the Information Commissioner's Office (ICO).

Given the nature and sensitivity surrounding our client's request, we would prefer to work with you rather than against and request that we both have our client's best interests in mind.

We look forward to your response.

Kind regards,

James
Investigations Team
MMA Legal

E: Evidence@mmalegal.co.uk

T: 0161 563 0816



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.

OFFICIAL

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

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](https://glasgow.gov.uk/privacy)