
Re: Subject Access Request FS Case 843743535 - Clifford - Your Ref 100428

From james.lowe@mmalegal.co.uk <james.lowe@mmalegal.co.uk>

Date Tue 2026-07-14 4:04 PM

To Health & Social Care Records Support Team <HealthSocialCareRecordsSupportTeam@highland.gov.uk>

Hi,

I have tried adding a new accounts using 'evidence@mmalegal.co.uk' and 'james.lowe@mmalegal.co.uk' and neither seem to work.

If you would rather post the records, compared to sending the records over multiple emails attachments, our postal address is as follows:

Building B
23 Goodlass Road
Speke
L24 9HJ

Could you kindly update us as to when you have sent the records via post or if you wish to provide the records over multiple emails.

We look forward to hearing from you in due course.

Kind regards,

James
Investigations Team
MMA Legal

From: Health & Social Care Records Support Team <HealthSocialCareRecordsSupportTeam@highland.gov.uk>

Sent: Tuesday, July 14, 2026 3:55 PM

To: james.lowe <james.lowe@mmalegal.co.uk>

Subject: RE: Subject Access Request FS Case 843743535 - Clifford - Your Ref 100428

Hi James

You seem to be the only company that has trouble opening files that we have shared. I'm not sure what your IT Team needs me to do? This is a large file and to email it to you would mean breaking it down into smaller files. The other alternative is to print the file and send it to you in the post?

Nicola

Nicola Williamson

Administrative Assistant 2
Records Support Team
Health & Social Care
Working Days: Monday, Tuesday, Wednesday, & Friday

From: james.lowe@mmalegal.co.uk <james.lowe@mmalegal.co.uk>
Sent: 14 July 2026 15:52
To: Health & Social Care Records Support Team
<HealthSocialCareRecordsSupportTeam@highland.gov.uk>
Subject: Re: Subject Access Request FS Case 843743535 - Clifford - Your Ref 100428

CAUTION: This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi,

The same issue occurs when I click on the link that you have just provided.

Both my named email address, as well as evidence email address is coming up as incorrect. I have spoken with our IT/Development team and they have stated that you need to give us access to the evidence and named email address on your systems.

This seems to be why we are unable to open the links.

Kind regards,

James
Investigations Team
MMA Legal

From: Health & Social Care Records Support Team <HealthSocialCareRecordsSupportTeam@highland.gov.uk>
Sent: Tuesday, July 14, 2026 3:41 PM
To: james.lowe <james.lowe@mmalegal.co.uk>
Subject: RE: Subject Access Request FS Case 843743535 - Clifford - Your Ref 100428

Good afternoon

 [5. Final File](#)

Here is the file. Can you please confirm that you have received it? I think the problem is with your company as we've not had an issue with any other solicitors after sharing files with them.

Thanks

Nicola

Nicola Williamson
Administrative Assistant 2
Records Support Team
Health & Social Care
Working Days: Monday, Tuesday, Wednesday, & Friday

From: evidence@mmalegal.co.uk <evidence@mmalegal.co.uk>
Sent: 14 July 2026 15:22
To: Health & Social Care Records Support Team
<HealthSocialCareRecordsSupportTeam@highland.gov.uk>
Subject: Re: Subject Access Request FS Case 843743535 - Clifford - Your Ref 100428

CAUTION: This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good afternoon,

I have located the file transfer.

However, there seems to be an issue opening the file. When selecting 'evidence@mmalegal.co.uk' account is states that our username is incorrect and to contact your admin.

Are you able to send the document to my named email address being 'james.lowe@mmelegal.co.uk'

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: Health & Social Care Records Support Team <HealthSocialCareRecordsSupportTeam@highland.gov.uk>
Sent: 14 July 2026 3:18 PM
To: evidence <evidence@mmalegal.co.uk>
Subject: RE: Subject Access Request FS Case 843743535 - Clifford - Your Ref 100428

Hi,

The file was shared with you from the following email address:
Nicola.williamson@highland.gov.uk.

Thanks

Nicola

Nicola Williamson
Administrative Assistant 2
Records Support Team
Health & Social Care
Working Days: Monday, Tuesday, Wednesday, & Friday

From: evidence@mmalegal.co.uk <evidence@mmalegal.co.uk>
Sent: 14 July 2026 15:13
To: Health & Social Care Records Support Team
<HealthSocialCareRecordsSupportTeam@highland.gov.uk>
Subject: Re: Subject Access Request FS Case 843743535 - Clifford - Your Ref 100428

CAUTION: This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Could you kindly provide me with the email address this was sent from alongside the subject line that was used for.

All I can locate is an email with a completion letter attached with no records attached alongside

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: Health & Social Care Records Support Team <HealthSocialCareRecordsSupportTeam@highland.gov.uk>
Sent: 14 July 2026 3:09 PM
To: evidence <evidence@mmalegal.co.uk>
Subject: RE: Subject Access Request FS Case 843743535 - Clifford - Your Ref 100428

Good afternoon

I shared Pamela Clifford's file with you on 7th July 2026. Can you check and see if you have received it please?

Thanks

Nicola

Nicola Williamson
Administrative Assistant 2
Records Support Team
Health & Social Care
Working Days: Monday, Tuesday, Wednesday, & Friday

From: evidence@mmalegal.co.uk <evidence@mmalegal.co.uk>
Sent: 14 July 2026 15:04
To: Health & Social Care Records Support Team
<HealthSocialCareRecordsSupportTeam@highland.gov.uk>
Subject: Re: Subject Access Request FS Case 843743535 - Clifford - Your Ref 100428

CAUTION: This email was sent from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

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 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: Health & Social Care Records Support Team <HealthSocialCareRecordsSupportTeam@highland.gov.uk>
Sent: 30 June 2026 2:20 PM
To: evidence <evidence@mmalegal.co.uk>
Subject: Subject Access Request FS Case 843743535 - Clifford - Your Ref 100428

Good afternoon

I am writing to inform you that this case deadline has been extended. We are experiencing delays in getting cases second checked by Social Work. Rest assured that I will endeavour to provide you with Ms Clifford's file as soon as possible.

Thanks

Nicola

Nicola Williamson
Administrative Assistant 2
Records Support Team
Health & Social Care
Working Days: Monday, Tuesday, Wednesday, & Friday

Unless related to the business of The Highland Council, the views or opinions expressed within this e-mail are those of the sender and do not necessarily reflect those of The Highland Council, or associated bodies, nor does this e-mail form part of any contract unless so stated.

Mura h-eil na beachdan a tha air an cur an cèill sa phost-d seo a' buntainn ri gnothachas Chomhairle na Gàidhealtachd, 's ann leis an neach fhèin a chuir air falbh e a tha iad, is chan eil iad an-còmhnaidh a' riochdachadh beachdan na Comhairle, no buidhnean buntainneach, agus chan eil am post-d seo na phàirt de chunnradh sam bith mura h-eil sin air innse.

Unless related to the business of The Highland Council, the views or opinions expressed within this e-mail are those of the sender and do not necessarily reflect those of The Highland Council, or associated bodies, nor does this e-mail form part of any contract unless so stated.

Mura h-eil na beachdan a tha air an cur an cèill sa phost-d seo a' buntainn ri gnothachas Chomhairle na Gàidhealtachd, 's ann leis an neach fhèin a chuir air falbh e a tha iad, is chan eil iad an-còmhnaidh a' riochdachadh beachdan na Comhairle, no buidhnean buntainneach, agus chan eil am post-d seo na phàirt de chunnradh sam bith mura h-eil sin air innse.

Unless related to the business of The Highland Council, the views or opinions expressed within this e-mail are those of the sender and do not necessarily reflect those of The Highland Council, or associated bodies, nor does this e-mail form part of any contract unless so stated.

Mura h-eil na beachdan a tha air an cur an cèill sa phost-d seo a' buntainn ri gnothachas Chomhairle na Gàidhealtachd, 's ann leis an neach fhèin a chuir air falbh e a tha iad, is chan eil iad an-còmhnaidh a' riochdachadh beachdan na Comhairle, no buidhnean buntainneach, agus chan eil am post-d seo na phàirt de chunnradh sam bith mura h-eil sin air innse.

Unless related to the business of The Highland Council, the views or opinions expressed within this e-mail are those of the sender and do not necessarily reflect those of The Highland Council, or associated bodies, nor does this e-mail form part of any contract unless so stated.

Mura h-eil na beachdan a tha air an cur an cèill sa phost-d seo a' buntainn ri gnothachas Chomhairle na Gàidhealtachd, 's ann leis an neach fhèin a chuir air falbh e a tha iad, is chan eil iad an-còmhnaidh a' riochdachadh beachdan na Comhairle, no buidhnean buntainneach, agus chan eil am post-d seo na phàirt de chunnradh sam bith mura h-eil sin air innse.

Unless related to the business of The Highland Council, the views or opinions expressed within this e-mail are those of the sender and do not necessarily reflect those of The Highland Council, or associated bodies, nor does this e-mail form part of any contract unless so stated.

Mura h-eil na beachdan a tha air an cur an cèill sa phost-d seo a' buntainn ri gnothachas Chomhairle na Gàidhealtachd, 's ann leis an neach fhèin a chuir air falbh e a tha iad, is chan eil iad an-còmhnaidh a' riochdachadh beachdan na Comhairle, no buidhnean buntainneach, agus chan eil am post-d seo na phàirt de chunnradh sam bith mura h-eil sin air innse.