



Re: 100022; Client: Ms Frances McGowan

From DataProtection <DataProtection@south-ayrshire.gov.uk>

Date Fri 2026-06-19 10:50 AM

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

Good Morning,

Are you able to please provide our SAR reference (example: SAR/2026/000) given to you in our letter of acknowledgement for your client? This will allow me to narrow down the search for the SAR request.

Can you also advise when and what email address the initial request was sent to as unfortunately, I do not see a request which has been made for Ms Frances McGowan, again this will help me to narrow down my search for her details.

Kind Regards,

Courtney

Information Governance | Chief Executive's Office | DataProtection@south-ayrshire.gov.uk | Direct Line: 01292 612223 | South Ayrshire Council | County Buildings | Wellington Square | Ayr | KA7 1DR | www.south-ayrshire.gov.uk

Oifigear Gàillidh Fiosrachaidh & Dàta | Seirbheisean Riaghlaidh Deamocratach | Prìomh Roinn Togalaichean Siorrachd | DataProtection@south-ayrshire.gov.uk | Tel: [01292 612223](tel:01292612223) | www.south-ayrshire.gov.uk



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

Sent: Friday, June 19, 2026 09:38

To: DataProtection <DataProtection@south-ayrshire.gov.uk>

Subject: 100022; Client: Ms Frances McGowan

Good Morning/Afternoon,

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

We submitted a Data Subject Access Request on 12/05/2026 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.

As you will be aware, we sent our Clients DSAR on 12/05/2026, and a response was due on or before 11/06/2026.

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 14th 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,

Francesca

Investigations Team
MMA Legal

E: Evidence@mmalegal.co.uk
T: 0161 570 0550



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