
FORMAL DATA PROTECTION COMPLAINT – Mr J McCourt - Our Reference 100236

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

Date Tue 2026-07-21 12:10 PM

To ggc.gp43576clinical@nhs.scot <ggc.gp43576clinical@nhs.scot>

Cc leah.pearson@mmalegal.co.uk <leah.pearson@mmalegal.co.uk>; james.lowe@mmalegal.co.uk <james.lowe@mmalegal.co.uk>

Dear Practice Manager / Medical Records Team,

We have already provided a valid letter of authority signed by our client, correctly stating their **current address**. We have also separately confirmed all previous addresses associated with our client so that you can identify and locate the correct medical records.

Your continued request for a replacement letter of authority showing a previous address is not acceptable. We will not ask our client to sign a document which substitutes a historic address for their current address, as this would make the document factually inaccurate.

The previous addresses have already been supplied for identification and record-matching purposes. They do not need to appear as the client's current address on the signed authority.

The existing authority confirms our client's consent and our authority to act. ICO guidance expressly recognises that an appropriately authorised third party may exercise a person's right of access on their behalf. It also states that identity checks must be reasonable and proportionate, and that formal identification should only be requested where necessary.

Please now process the request without further delay and confirm within **five working days** that:

1. the signed authority has been accepted;
2. the records request is being processed; and
3. the anticipated date of disclosure.

Should you maintain your refusal, please provide within the same period:

1. the precise legal basis upon which you claim a newly signed authority bearing a historic address is required;
2. a clear explanation as to why the signed authority, together with the confirmed previous addresses, is insufficient;
3. a copy of the relevant practice policy; and
4. the contact details of your Data Protection Officer and details of your formal complaints procedure.

For the avoidance of doubt, **this email constitutes a formal data protection complaint.**

Unless this matter is resolved promptly, we will escalate it to your Data Protection Officer and submit a complaint to the Information Commissioner's Office, enclosing the full correspondence trail and evidence of the unnecessary delay caused by your requirements. This email provides the practice with a final opportunity to resolve the matter before that escalation. The ICO recommends giving an organisation an opportunity to address a data protection complaint before referring the matter to it.

We will not entertain any further request for an authority which inaccurately presents a previous address as our client's current address.

Yours faithfully,

James Taylor
Claims Operations Manager

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