
Re: Data Subject Access Request - Ms Pamela Mackenzie

From dpohighland <nhsh.dpohighland@nhs.scot>

Date Tue 2026-04-28 12:11 PM

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

I am going to issue the same reply that I issued at 11.01am today.

From: dpohighland <nhsh.dpohighland@nhs.scot>

Sent: 28 April 2026 11:01 AM

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

Subject: Re: Data Subject Access Request - Miss Melissa Mchardy

Good morning

Thank you for your email requesting access to your medical records.

NHS Highland uses a secure online privacy portal called OneTrust to process Data Subject Access Requests (DSARs). Please can you submit your request for access to information here:

[Privacy Portal - OneTrust webform](#)

Before NHS Highland can process a request for access to information, we ask you to supply proof of identification such as a passport or driving license AND proof of address such as a driving council tax or utility bill. Please note that you can attach these to the webform mentioned above when submitting your request along with your Letter of Authority. It is helpful to have these available before you access the privacy portal.

It would also be helpful to identify which records you are seeking (which hospital or service).

Once you submit your request via the portal, you will then be allocated a unique reference number assigned to your request.

NHS Highland would then aim to respond to your request within one calendar month.

The response will be issued via the OneTrust portal which is a secure and encrypted platform. You will have an opportunity to download and save the response and any documentation provided to your own device.

If you would like more information on how NHS Highland handles data, please visit our Privacy Notice available at [NHS Highland - Privacy Notice](#)

Yours faithfully

NHS Highland Data Protection Team

NHS Highland

NHS na Gàidhealtachd

Based at:

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Beechwood Park

Inverness

IV2 3BW

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Our Values: Care and Compassion | Dignity and Respect | Openness, Honesty and Responsibility | Quality and Teamwork

From: MMA Legal <evidence@mmalegal.co.uk>
Sent: 28 April 2026 11:53 AM
To: dpohighland <nhsh.dpohighland@nhs.scot>
Subject: Data Subject Access Request - Ms Pamela Mackenzie

You don't often get email from evidence@mmalegal.co.uk. [Learn why this is important](#)

Subject: Data Subject Access Request – Hospital / NHS Trust Records

Client Name: Ms Pamela Mackenzie
Client Reference: 100827
Client Address: 30 Carbisdale Gardens , Inverness , IV2 6ER
Date of Birth: 01/03/1981
Also Known As: Pamela Rattray
Name in Care: Pamela Rattray
NHS Number (if known):
Previous Addresses (if applicable):

Dear Sir/Madam,

We act on behalf of the above-named individual and submit this request under Article 15 of the UK General Data Protection Regulation and the Data Protection Act 2018.

We expect a response within the statutory one calendar month period. If you require an extension, please confirm this in writing with full justification.

Please find the enclosed request.

We thank you for your assistance in this matter.

Yours faithfully,

Investigations Team
MMA Legal
E: evidence@mmalegal.co.uk
T: 0161 563 0816

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