

Re: Data Subject Access Request - Ms Shona Halliday [<AD14054>]

From Customer Service <Service.Customer@westlothian.gov.uk>

Date Fri 2026-05-08 7:15 PM

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

DATA LABEL: OFFICIAL-Sensitive

Dear Investigations Team

Information Request:

Our Reference: 101001581924

Thank you for your recent request for information which has been logged and transferred to the appropriate Service Information Liaison Officer (ILO) who will provide a response within the appropriate timeline shown below:

Freedom of Information - 20 working days

Environmental Information Requests - 20 working days

Subject Access Requests (Data Protection Act) - 28 calendar days

Should the ILO require further information to process your request then they will contact you directly. If you require any further assistance then please do not hesitate to contact us.

To ensure any future information requests are dealt with efficiently please use the link below.

<https://www.westlothian.gov.uk/accessing-information>

Kind Regards,

Customer Service Centre

West Lothian Council

Tel: 01506 280000

All online enquiries should be made using our Contact Us form which can be found via <https://www.westlothian.gov.uk/contactus>

By completing this form, we capture all information required to process your enquiry and it can remove delays in the process by directing your enquiry to the appropriate service area.

West Lothian Council Find us on:

Web: www.westlothian.gov.uk

Facebook: <https://www.facebook.com/westlothiancouncil>

Twitter: <https://twitter.com/lovewestlothian>

For information on how we use your personal data please visit: <https://www.westlothian.gov.uk/dataprotectionandprivacy>

Customer Service Centre

West Lothian Council

Telephone: 01506 280000

Contact Us at www.westlothian.gov.uk/Contact-Us-Online

Original Message:

From: evidence@mmalegal.co.uk

Sent: 08 May 2026 13:04:57

To: Service.Customer@westlothian.gov.uk

Subject: Data Subject Access Request - Ms Shona Halliday

Subject: Data Subject Access Request under Article 15 UK GDPR and Section 45 DPA 2018

Client Name: Ms Shona Halliday

Client Address: 16 Thornybank Grove, Dalkeith, EH22 2EG

Client Reference: 100266

Date of Birth: 06/11/1975

Also Known As:

Name in Care:

Dear Sir/Madam,

We act on behalf of the above-named individual who was placed in residential care at the institution(s) referenced below during the approximate period stated.

Approximate Dates of Placement:

- Howden Hall in Edinburgh: 1989
- Cruton Care Home : 1990

We 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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<https://www.westlothian.gov.uk>