

Our ref: 100048; Data Subject Access Request - Full GP Medical Records

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

Date Mon 2026-06-08 9:24 AM

To dp@nhs24.scot.nhs.uk <dp@nhs24.scot.nhs.uk>

Good morning,

We write in relation to the above matter.

As you will be aware, we sent our Clients DSAR on 29th April 2026, and a response was due on or before 29th May 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 29th 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,

James
Investigations Team
MMA Legal

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