

Date 09/06/2026

SCRA

Scra

Ochil House

Springkerse Business Park

Stirling

FK77XE

Our Ref: DSAR-20260609-45B2E5

Client Ref: 100227

Subject: Data Subject Access Request under Article 15 UK GDPR and Section 45 DPA 2018 - Our Reference:100227

Client Name: Mr Stephen Hart

Client Reference: 100227

Client Address: FLAT 02 15 Garturk Street , Glasgow, G42 8JQ

Date of Birth: 11/02/1981

Also Known As:

Name in Care:

Dear Sir/Madam,

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

Approximate Dates of Placement:

Southhannah residential school: 1988-1995

Hillside Care Home: 1995-1997

This request is made under Article 15 of the UK General Data Protection Regulation and Section 45 of the Data Protection Act 2018.

Scope of Request

We request disclosure of all personal data held in relation to our client, across all systems and formats, including but not limited to:

Admission and discharge records

Full placement history, including transfers between care settings
Social work records, case files, and assessments
Daily logs, key worker notes, and case notes
Incident reports, safeguarding records, and protection referrals
Case conference notes, reviews, and internal assessments
Complaints, investigations, and outcomes
Correspondence between staff, local authorities, and external agencies
Records shared with or held by third-party care providers acting on your behalf
Medical, psychological, or educational records held within the care file
Photographs or other documentation relating to our client's time in care
Records identifying staff members and roles involved in their care

Historical and Archived Records

Given the historical nature of this request, we require that all reasonable and proportionate searches are undertaken, including:

Archived and off-site storage
Legacy systems, including paper, microfiche, and scanned records
Records held under previous authority names, reorganisations, or successor bodies
Records held by contracted, private, or voluntary sector care providers commissioned by your authority

Placement and Authority Clarification

Where records indicate placement in additional care settings, we request:

Details of those institutions
Dates of placement
The commissioning or responsible authority
This information is required to ensure a complete and accurate record of our client's time in care.

Format of Disclosure

Please provide the information in electronic format where possible. Where records exist only in non-digital formats, scanned copies will be acceptable.

Enclosures

We enclose:
Signed authority from our client
Proof of identity
Should you require any further information to process this request, please advise promptly.

Statutory Timeframe

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

Non-Holding of Data

If your organisation does not hold the requested data, we require:

Formal written confirmation of this position

Details of any organisation believed to hold the data, including successor or archive bodies where applicable

Service of Documents

We **only** accept service of documents via email at evidence@mmalegal.co.uk. Should you for any reason be unable to send documents to the above email, please notify us via the same email imminently.

Yours faithfully,

Investigations Team

MMA Legal

E: evidence@mmalegal.co.uk

T: 0161 570 0550

DEED OF AUTHORITY & CONSENT

THIS DEED is made on the date of signature below by (the “Client”)	
Full Name:	Stephen Hart
Date of Birth:	11/02/1981
Previous Names (if any):	
Current Address:	FLAT 02 15 Garturk Street Glasgow G42 8JQ
Previous Addresses (relevant to care placements):	
CHI / NHS Number (if known):	

IN FAVOUR OF (the “Representative”)	
Firm Name:	MMA Legal
Address	SToK, 43-59 Princes Street, Stockport
Postcode	SK1 1RY
Email	evidence@mmalegal.co.uk
Telephone Number	0161 563 0816

1. STATUS AND CONSTRUCTION

- 1.1. This Deed is executed as a deed and constitutes valid written authority for the purposes of:
 - 1.1.1. UK GDPR
 - 1.1.2. Data Protection Act 2018
 - 1.1.3. Common law confidentiality
 - 1.1.4. Any related statutory, regulatory or supervisory framework
- 1.2. This Deed shall be interpreted purposively and broadly to give full effect to the Client’s intention that all personal data and Records relating to them be disclosed to the Representative, subject only to lawful statutory restriction.
- 1.3. This Deed is intended to provide clear and comprehensive authority for disclosure of the Client’s personal data.

2. APPOINTMENT

- 2.1. The Client appoints the Representative to act fully on their behalf in connection with:
 - 2.1.1. An application to Redress Scotland;
 - 2.1.2. Any review, reconsideration or appeal;
 - 2.1.3. Evidence gathering and submission;
 - 2.1.4. Any associated advisory, compensatory or restorative process.
- 2.2. Requests made by the Representative shall be treated as made personally by the Client.

3. SCOPE OF AUTHORITY

- 3.1. This Authority applies to all public and private bodies including (without limitation):
 - 3.1.1. Local Authorities and Councils
 - 3.1.2. NHS Boards and GP Practices
 - 3.1.3. Health & Social Care Partnerships
 - 3.1.4. Integration Joint Boards
 - 3.1.5. Religious bodies and orders
 - 3.1.6. Residential and foster care providers
 - 3.1.7. Education authorities and schools
 - 3.1.8. Government departments
 - 3.1.9. Archive services
 - 3.1.10. Insurers holding historical liability files
 - 3.1.11. Successor, merged or restructured public bodies
- 3.2. The Authority applies whether Records are:
 - 3.2.1. Archived, microfiche, digitised or handwritten;
 - 3.2.2. Stored off-site by contractors;
 - 3.2.3. Held by dissolved or reconstituted institutions;
 - 3.2.4. Transferred following statutory reorganisation.
- 3.3. The Client requests that records not be withheld solely on administrative grounds such as archival storage or institutional restructuring including, for example:
 - 3.3.1. The institution has closed or restructured;
 - 3.3.2. Records are archived or require manual retrieval;
 - 3.3.3. Records are held by insurers or successor bodies;
 - 3.3.4. Retrieval involves time or administrative burden.

4. SPECIAL CATEGORY DATA – EXPLICIT CONSENT

- 4.1. For the purposes of Article 9 UK GDPR and Schedule 1 Data Protection Act 2018, the Client gives explicit consent to disclosure of all special category data including:
 - 4.1.1. Physical and mental health records
 - 4.1.2. Psychiatric and psychological reports
 - 4.1.3. Therapy and counselling notes
 - 4.1.4. CAMHS records
 - 4.1.5. Social work and safeguarding files
 - 4.1.6. Ethnicity or religious data where recordedThis includes all NHS and private medical providers.

This explicit consent may be withdrawn at any time by written notice.

5. CRIMINAL OFFENCE DATA – EXPLICIT CONSENT

5.1. For the purposes of Article 10 UK GDPR and Schedule 1 Data Protection Act 2018, the Client gives explicit consent to disclosure of:

- 5.1.1. Criminal offence data
- 5.1.2. Police investigation material
- 5.1.3. Child protection investigations
- 5.1.4. Statements and intelligence logs
- 5.1.5. Outcome decisions

including records held by:

- 5.1.6. Police Scotland
- 5.1.7. Any predecessor Scottish police force
- 5.1.8. Prosecuting authorities.

6. THIRD-PARTY DATA AND REDACTION

- 6.1. The existence of third-party data shall not justify refusal to disclose the Client's personal data.
- 6.2. Where necessary, redaction shall be limited strictly to third-party information.
- 6.3. Mixed data shall be disclosed in redacted form rather than withheld in entirety.

7. PROPORTIONALITY AND REASONED DECISION-MAKING

- 7.1. Any refusal, limitation or redaction must:
 - 7.1.1. Identify the specific statutory exemption relied upon;
 - 7.1.2. Explain how that exemption applies to the particular Record;
 - 7.1.3. Confirm why partial disclosure is not possible;
 - 7.1.4. Be communicated in writing.
- 7.2. Blanket refusal without statutory justification may not satisfy statutory obligations under applicable data protection legislation.
- 7.3. Any reliance upon "disproportionate effort" must provide written reasoning demonstrating why staged disclosure or redaction is not feasible.

8. VALIDITY AND FORMAL REQUIREMENTS

- 8.1. This Deed remains valid for 24 months from execution unless withdrawn in writing.
- 8.2. Disclosure shall not be refused because:
 - 8.2.1. An internal template form has not been used;
 - 8.2.2. The Authority is considered "out of date" within internal policy;
 - 8.2.3. Additional consent is sought beyond reasonable identity verification.
- 8.3. Any organisation acting in good faith reliance upon this Deed shall be fully discharged in making disclosure.

9. REGULATORY AND STATUTORY RIGHTS


In the event of non-compliance, refusal, or unreasonable delay in responding to a lawful request made under this Deed, the Client and/or the Representative reserve the right to pursue any statutory or regulatory remedies available under applicable law.

This may include raising concerns with the relevant supervisory authority or regulator where appropriate.

Nothing in this Deed limits the Client's rights under the UK GDPR, the Data Protection Act 2018, or any other applicable statutory framework.

Withdrawal shall not invalidate disclosures already made in reliance upon this Deed.

EXECUTION AS A DEED

Signed and delivered as a Deed by the Client:	
Signature	
Print Name	Stephen Hart
Date	05/06/2026

Witness	
Name	Aaron Cheyne
Address	SToK, 43-59 Princes Street, Stockport, SK1 1RY
Occupation	Case Handler
Signature	Aaron Cheyne
Date	05/06/2026

Completion Certificate


Reference ID: 2b5eb943-4ab6-42b6-bc00-db594f30e7b5

Document Details

Document Name(s): loa
Total Pages: 4
Sent By: Aaron Cheyne (195.70.94.138)
Completed Date: Jun 05, 2026 11:10:56 UTC

Signer Information

Name: Mr Stephen Hart
Email: stephenhart2008@hotmail.com
Telephone: 07807927678
IP Address: 2a06:5902:4816:9900:a572:5866:2a8f:2aa1



Verified Electronic Signature

Audit Trail

Action	Timestamp	IP Address
Created	2026-06-05 11:08:21	System
Document link sent to client by sms	2026-06-05 11:08:22	System
Document link sent to client by email	2026-06-05 11:08:22	System
Document link opened by client	2026-06-05 11:10:39	2a06:5902:4816:9900:a572:5866:2a8f:2aa1
Document electronically signed	2026-06-05 11:10:56	2a06:5902:4816:9900:a572:5866:2a8f:2aa1

Security Verification

SHA-256 Checksum: f6575542f77d7b3d547acf2362a9b15852a6f7e8f9e79d34f1a415335afcab90

This document is a legally binding record of the e-signature process.



Our Ref: LJ
9 March 2026
Stephen Hart
15 Garthuk Street
Flat 012
Glasgow
G42 8JG

Dear Mr Hart,

I understand that you collected the keys for your property at 15 Garthuk Street this morning and have now returned to the property.
I am aware that you are unhappy with the circumstances surrounding the repairs to your home and the period during which you were unable to live there. I appreciate that this has been a difficult and frustrating situation for you.
If you remain dissatisfied with the service you have received, you have the option of raising a formal complaint with us. This will allow us to fully investigate the issues you have experienced, including the repair works, the decant arrangements and the communication during this time.

If you would like us to investigate this formally, please submit your complaint in writing to our Complaints Team at:

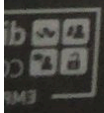
complaints@govanhill.org

Once received, your complaint will be logged and investigated in line with our complaint's procedure, and we will provide you with a full written response.
If you would prefer to discuss this matter first, you are also welcome to contact me directly and I will do my best to assist.

Yours sincerely,

L. Irvine

Louise Irvine
Information Officer



HAPPY TO TRANSLATE

GOVANHILL HOUSING ASSOCIATION LIMITED
SAMARITAN HOUSE, 78 COPLOW STREET, GOVANHILL, GLASGOW, G42 7JG
Telephone No: 0141 836 3838
Web: www.govanhill.org Email: checkin@govanhill.org

A Community Based Housing Association with charitable status. SC010307. Registered under the Industrial and Provident Societies Act 1965. Registered with the Scottish Housing Regulator - Registration No HCE117. Property Factor Registered Number FR00018

Extract of an entry in a REGISTER of BIRTH
Registration of Births, Deaths and Marriages (Scotland)

BIRTH
REGISTERED IN THE DISTRICT OF GLASGOW
District No. 621 Year 1981
Surname Hart
Name(s) Stephen
When born 1981

February Eleventh
0532 hours

4. Mother's name(s) and surname
Sadie Hart

5. Mother's usual residence (if different from 4 above)
14 Mc Gregor Street, Glasgow.

8. Father's name(s) and surname
Stephen Hart

9. Occupation
Fork Lift Truck Driver

10. Date and place of previous marriage
Year 1978 Month 8 Day 12
Glasgow

11. Informant's signature and qualification
Stephen Hart
Father

12. When registered
Year 1981 Month 2 Day 24

B(P)
N.H.S. No. 621 811 59

here born M.
Maternity General Hospital, Glasgow

6. Maiden surname
Donoghue

D. Cameron
Registrar

EXTRACTED from the Register of Births for the District of _____
this 11th day of _____

Glasgow
August 2006
J Coakley

The above particulars incorporate any subsequent corrections or amendments to the original entry made with the authority of the Registrar General. This extract is valid only if it has been authenticated by the signature of the district registrar or assistant registrar. If the particulars in the relevant entry in the original register have been reproduced by photostatic means or some other similar process the signature must have been added after the reproduction has been made. A register will authenticate only the reproductions which have been produced by this process.

It is an offence under section 5(1) of the Registration of Births, Deaths and Marriages (Scotland) Act 1967 for any person to print or produce any copy or reproduction of this extract which has not been authenticated by the signature of the district registrar or assistant registrar.

Any person who falsifies or forges any of the particulars in this extract or knowingly makes, prints or produces any false or forged extract in breach of this Act is liable to imprisonment under section 5(2) of the said Act.

This extract purports to be a true and correct copy of the entry in the original register of the district of the person's birth.