

Argyll & Bute Council

Date 18/08/2026

Data Protection Officer
Legal And Regulatory Support
Argyll & Bute Council
Kilmory
Lochgilphead
PA318RT

Our Ref: DSAR-20260818-4D0366

Client Ref: 101146

Subject: Data Subject Access Request under Article 15 UK GDPR and Section 45 DPA 2018 - Our
Reference: 101146

Client Name: Miss Lisa Fallon

Client Address: 56 Croy Road, Coatbridge, Scotland, ML5 5JG

Client Reference: 101146

Date of Birth: 01/09/1977

Name in Care:

Previous Address: 25 Marshall St, Coatbridge, Scotland

Parents Names: Mother: Winifred Fallon - Father: John Fallon

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:

Cardross Park Assessment Centre: 1991-1992

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,

James Taylor

Investigations Team

INS Law

E: evidence@inslaw.co.uk

T: +441618880834

Rent Ref: 589500504
Contact: Your Local Area Office
Tel: 01236 758010
Email: Northrents@northlan.gov.uk
Date: 15/06/2026



1047/4185/12/4432483
Miss Lisa Fallon
56 Croy Road
Coatbridge
Lanarkshire
ML5 5JG

308A



Enterprise and Communities
Area Housing Office

Burnhead Street
Uddingston
Glasgow
G71 5DD

www.northlanarkshire.gov.uk

Dear Miss Fallon

Annual Rent Statement

Please find enclosed your rent statement for the last 12 months. This is correct as of the date of this statement. Any recent payments made, or charges received may not be included.

If the balance on your statement has a CR at the end of it, this means your account is in credit and is for information only. If the statement shows a DR at the end, then your account is in arrears meaning you owe money to your rent account.

If you currently pay by Direct Debit and the statement shows that you are in arrears, you do not need to take any further action as your Direct Debit will have been set up with a recovery towards the outstanding arrears included.

If you are having issues making payments, including financial difficulties we offer several services to help you, so please contact us right away on the number at the top of this letter.

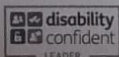
If you are of working age, on a low income or out of work, you may be able to claim Universal Credit. To apply online visit www.gov.uk/universal-credit.

If you are of pension age and need help to pay your rent, you may be eligible for Housing Benefit. To find out more contact our Benefit Team on 01698 403210 or go to www.northlanarkshire.gov.uk/benefitcalculator

Yours sincerely


Stephen Llewellyn
Chief Officer (Housing)

1047 1121
58272NP [1]



LIVE
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VISIT



Letter of Authority

Authorisation to Act in Relation to Data Subject Access Requests

Full Name	Lisa Fallon
Date of Birth	01/09/1977
Previous Names (if any)	
Current Address	56 Croy Road Coatbridge Scotland ML5 5JG
Previous Address (relevant to care placements)	
Mothers Name:	
Fathers Name:	

Authorised Representative

Firm Name	INS Law
Address	Building B, 23 Goodlass Road, Speke, Liverpool, England, L24 9HJ
Email	evidence@inslaw.co.uk
Telephone	0161 888 0830
Matter Reference	101146

Dear Sir/Madam,

I, Lisa Fallon , confirm that I have instructed INS Law to act on my behalf in relation to the exercise of my data protection rights, including my right of access under the UK General Data Protection Regulations and the Data Protection Act 2018. This authority is provided specifically in relation to my application to The Scottish Redress Scheme, providing authority to INS Law to obtain any and all information they deem necessary to progress my application.

I authorise INS Law, including its partners, directions, employees, consultants, agents, and authorised representatives, to:

1. Prepare, submit, and pursue Data Subject Access Requests on my behalf;
2. Correspond with you and communicate with you on my behalf in relation to any Data Subject Access Request or associated data protection matter;
3. Request confirmation as to whether you process my personal data;
4. Request access to, and copies of, my personal data and any supplementary information to which I am entitled under applicable data protection law;
5. Request information concerning the purposes of processing, categories of personal data processed, recipients or categories of recipients, retention periods, sources of data, and any automated decision-making or profiling, where applicable;
6. Provide, confirm, or clarify information reasonably required to identify me and locate my personal data;
7. Receive correspondence, disclosures, copies of personal data, explanations, schedules, electronic files, paper records, and any other response or material provided in connection with the request;
8. Correspondence with you regarding the scope, timing, format, completeness, or adequacy of any response;
9. Raise queries, challenge omissions, request clarification, request further searches, and pursue follow-up correspondence where necessary; and
10. Where appropriate, assist me in making complaints or representations to the Information Commissioner's Office or in taking any further steps arising from your response or failure to respond.

This authority applies to personal data held by you in any form, including paper records, electronic records, correspondence notes, call recordings, account records, internal records, case files, databases, emails, messages, audio recordings, CCTV footage, and any other records containing my personal data.

This authority extends to all personal data concerning me that you hold.

I request all correspondence and disclosure materials relating to any Data Subject Access Request be sent directly to INS Law using the contact details above, quoting reference

I further authorise INS Law to disclose any records, personal data, special category personal data, witness statements and application materials obtained on my behalf to independent Scottish solicitors or legal advisers where reasonably required for the purpose of advising me on any offer, award, review, reconsideration or statutory waiver under the Scottish Redress Scheme.

This authority remains valid from the date of signature, unless revoked by me in writing.

Signature	
Print Name	Lisa Fallon
Date	21/07/2026

Certificate of Authenticity

Fintrixor — electronic signature record



Certificate ID	01KY2BC4VG73ZXNFZXSPPWC3K7
Document ID	01KY2B61KTWAGVPADXVRNWZVHY
SHA-256 Document Hash	bbae493bfad4ffdca5deb73130aa04750827ffc8b2a4aeb5595183bd83156419
Recipient Name	Miss Lisa Fallon
Recipient Email	lisafallon341@gmail.com
Signing Timestamp (UTC)	2026-07-21 12:45:52
IP Address	176.250.57.143
Browser	Chrome on Android

Signing Consent & Review

Document opened	2026-07-21 12:42:47 UTC
Document reviewed (scrolled through)	2026-07-21 12:45:44 UTC
Consent confirmed	2026-07-21 12:45:52 UTC from 176.250.57.143

Statement confirmed: "I confirm that my electronic signature is legally binding and has the same legal effect as a handwritten signature."

Audit Trail

Event	Timestamp (UTC)	IP Address	Browser
Document created	2026-07-21 12:42:32	45.145.101.64	Unknown browser
Document sent to recipient	2026-07-21 12:42:39	45.145.101.64	Unknown browser
Document opened by recipient	2026-07-21 12:42:47	66.249.81.169	Chrome
Document opened by recipient	2026-07-21 12:42:57	66.102.7.33	Chrome
Document opened by recipient	2026-07-21 12:43:24	176.250.57.143	Chrome
Document opened by recipient	2026-07-21 12:43:30	195.70.94.138	Chrome
Document reviewed (scrolled through)	2026-07-21 12:45:44	176.250.57.143	Chrome
Legally-binding consent confirmed	2026-07-21 12:45:52	176.250.57.143	Chrome
Document signed	2026-07-21 12:45:52	176.250.57.143	Chrome

Verify this certificate at <https://esign.fintrixor.co.uk/verify/01KY2BC4VG73ZXNFZXSPPWC3K7>