

NHS Greater Glasgow and Clyde

Date 05/06/2026

Health Records Manager
Nhs Greater Glasgow And Clyde
Admin Building Level 2
G120XH

Our Ref: DSAR-20260605-4EF63D
Client Ref: 100186

Subject: Data Subject Access Request - Hospital / NHS Trust Records - Our Reference:100186

Client Name: Miss Agnes Mclaughlan
Client Reference: 100186
Client Address: 29 Abbot Street, Arbroath, Angus, DD11 1HH
Date of Birth: 09/11/1970
Also Known As: Angnes Watson
Name in Care: Angnes Watson
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 GDPR and the Data Protection Act 2018.

Please provide copies of personal data held by your organisation which is relevant to our client's history of abuse, care records, patient records and/or historical trauma arising from their time in care.

In particular, please search for and disclose records relating to:

childhood or historic abuse, neglect, safeguarding, care history or time spent in care;
mental health, psychiatric, psychological or trauma-related treatment;
PTSD, anxiety, depression, distress, crisis presentations or self-harm;
suicide attempts, suicidal ideation or overdoses;
substance misuse, addiction, alcohol or drug dependency;

injuries, physical symptoms or medical conditions potentially linked to abuse or trauma; referrals, assessments, discharge summaries, care plans, risk assessments and correspondence with GPs, social work, police, care providers or other agencies.

Please include relevant records from A&E, inpatient and outpatient services, mental health services, crisis teams, safeguarding teams, archived systems, paper files, scanned records and any legacy or predecessor organisation records.

We are not seeking routine or unrelated medical records unless they are relevant to the matters above.

We enclose signed authority and proof of identity.

If you do not hold relevant records, please confirm whether the individual attended your organisation and identify any known successor or alternative record-holding organisation.

Please respond within one calendar month. We only accept service of documents by email to: evidence@mmalegal.co.uk. If this is not possible, please notify us by email as soon as possible.

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:	Agnes Mclaughlan
Date of Birth:	09/11/1970
Previous Names (if any):	
Current Address:	29 Abbot Street Arbroath Angus DD11 1HH
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	Agnes Mclaughlan
Date	04/06/2026

Witness	
Name	Aaron Cheyne
Address	SToK, 43-59 Princes Street, Stockport, SK1 1RY
Occupation	Case Handler
Signature	Aaron Cheyne
Date	04/06/2026

Completion Certificate

Reference ID: a3f61bc8-54be-48e7-bbae-56b73e094c6d

Document Details

Document Name(s): loa
Total Pages: 4
Sent By: Aaron Cheyne (195.70.94.138)
Completed Date: Jun 04, 2026 15:14:49 UTC

Signer Information

Name: Miss Agnes McLaughlan
Email: buzby091170@gmail.com
Telephone: 07376258548
IP Address: 82.132.216.141



Verified Electronic Signature

Audit Trail

Action	Timestamp	IP Address
Created	2026-06-04 15:09:40	System
Document link sent to client by sms	2026-06-04 15:09:41	System
Document link sent to client by email	2026-06-04 15:09:41	System
Document link opened by client	2026-06-04 15:13:59	82.132.216.141
Document electronically signed	2026-06-04 15:14:49	82.132.216.141

Security Verification

SHA-256 Checksum: 004d25bbb3244f043df99e15e98ee029e7aa120f6c34c68be7b142878cbb0c88

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

Agnes Mclaughlan
29 Abbot Street
Arbroath
Angus
DD11 1HH

14 February 2026

Dear Agnes

I am writing to confirm that we have received your application for Scotland's Redress Scheme on the 3 February 2026. Your application reference number is : APP435871

Your application will be assigned to a designated case worker who will be responsible for working on your application and will be a point of contact throughout the process.

Please note that due to the high volumes of redress applications received, the time taken to have applications assigned to a case worker is taking longer than we would like. Whilst we cannot provide a timescale for how long it may take to have your application assigned to a case worker, it may be helpful to be aware that we are currently assigning applications that were received in March 2025.

We would like to reassure you that we are working hard to ensure your application will be assigned at the earliest opportunity. You can continue to provide further information to the scheme in order to progress your application. You can also contact the team if you wish to discuss your application. They are here to help and answer any questions you may have.

We have reviewed the documents provided to date, and provide a summary of the further information required below.

In summary:

- Part 1 – Nominated Beneficiary
- Certified ID – information sheet included
- Care records – information sheet included
- Supporting documentation
- Bank details



Support service

We have a support service who can provide practical support with the application, emotional support through the process and support to access records. If you would like to access support from our support service, please contact us on the details below.

Further Information

We are enclosing a copy of the Summary of Options guidance, and a flow chart providing information about the application process, which we send to all applicants.

We provide some further information about the documentation required to progress your application below:

Part 1 Application

In Part 1 of the application form there is some important information missing.

Nominated Beneficiary

To allow your nominated beneficiary to be recorded, please can you provide and date of birth and contact details.

Bank Statement

You have not provided your bank details.

In order to ensure any payment is only received by applicants we will require a bank statement to confirm your account. We do not need to see any transactions, simply your name, address, sort code and account number. If you have any questions regarding this please do not hesitate to contact me.

Certified ID

This information is needed to confirm who you are.

You must do this by providing a certified copy of your identification documents.

I have attached an information sheet regarding the types of identification required by the scheme and how to get them certified.

You have provided a copy of your Passport which is an appropriate identification document, however the scheme requires this to be certified.

Care Records

For individually assessed payment applications, you need to provide one document to show you were in the care of each relevant care setting you mention in your application.

Please see page 22 of the "Help to Apply" guidance.

I enclose an information sheet regarding the different ways to access care records.

Supporting Documents

For individually assessed payment applications, you need to provide at least one document that supports your statement of abuse.

You can read more about documents you can use on page 33 of the “Help to Apply” guidance.

Further Help and Support

If you have any questions about the contents of this letter, require additional copies of application forms, or require any further support concerning your application, please don't hesitate to get in contact with us.

Solicitor's Fees

You can choose to involve a solicitor to support you with your application to Scotland's Redress Scheme. You do not need to involve a solicitor to make an application. You can contact us directly using the details below.

Scotland's Redress Scheme can pay fixed fees directly to your solicitor. This is available to all applicants and is not means tested. You should check that your solicitor will work for the fees available. They should request payment directly from Scotland's Redress Scheme.

You or your solicitor can find out more information on available fees by contacting us using the details below, or by reading the statutory guidance on gov.scot/redress.

Even though the fees are paid by Scotland's Redress Scheme, your solicitor is independent. They will work for you and not for Scotland's Redress Scheme.

Telephone: 0808 175 0808 (freephone)

Lines are open Monday to Thursday from 10am to 4pm, excluding Scottish public holidays. There is an answering machine at other times, and if you leave a message we will get back to you as soon as we can.

Email : apply@redress-scheme.scot

Post : Redress, PO Box 24209, EDINBURGH, EH7 9GT

You can also contact the **Redress Emotional Support Helpline** directly on 0800 211 8403 where you can leave a message and someone will get back to you as soon as possible.

Kind regards

Scotland's Redress Scheme

