

**Southern General Hospital Queen Elizabeth  
University Hospital**

Date 08/06/2026

1345 Govan Rd,  
Glasgow  
G514TF

Our Ref: DSAR-20260608-511EA9  
Client Ref: 100893

Subject: Data Subject Access Request - Hospital / NHS Trust Records - Our Reference:100893

Client Name: Mrs Kattie Symons  
Client Reference: 100893  
Client Address: 20 Berryburn, Tighnabruaich, PA21 2BQ  
Date of Birth: 11/05/1986  
Also Known As: Kathleen Charlotte Stevenson  
Name in Care: Kathleen Charlotte Stevenson  
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 General Data Protection Regulation and the Data Protection Act 2018.

**Scope of Request**

We request disclosure of all personal data held in relation to our client across all departments within your organisation.

This includes, but is not limited to:  
Accident & Emergency (A&E) records  
Inpatient and outpatient records  
Admission and discharge summaries  
Clinical notes and observations  
Safeguarding referrals and alerts  
Mental health liaison or crisis team involvement

Diagnostic reports (including scans, imaging, and test results)  
Correspondence with GPs, social services, or other agencies  
Referral records and outcomes  
Any incident or risk-related reports  
Any scanned or archived documentation

**Multi-Department Search Requirement**

Please ensure this request is processed across all relevant departments and services, including any specialist units or legacy systems.

**Historical Records**

Given the potential historical relevance, please include:

Archived and off-site records  
Legacy systems and paper files  
Records held under predecessor organisations or merged Trusts

**Enclosures**

We enclose:

Signed authority  
Proof of identity

Should you require any further information to process this request, please advise promptly.

**Statutory Timeframe**

We expect a response within one calendar month. If an extension is required, please confirm in writing with justification.

**Non-Holding of Data**

If you do not hold relevant records, please confirm:

Whether the individual attended your Trust  
Any known successor or alternative record-holding organisations

**Service of Documents**

We only accept service of documents via email at [evidence@mmalegal.co.uk](mailto: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.

We thank you for your assistance in this matter.

Yours faithfully,

Investigations Team  
MMA Legal  
E: [evidence@mmalegal.co.uk](mailto:evidence@mmalegal.co.uk)

T: 0161 570 0550



J13396 / A3715 / 31200 / 14

Mr Paul Symons  
Mrs Kathleen Symons  
20 Berryburn  
Kames  
Tighnabruaich  
Argyll  
PA21 2BQ



Office Tel: 0800 028 2755  
Your Ref: H08000700200047  
If phoning or calling please ask for:  
Your Local Housing Office

30 March 2026

Dear Mr Symons & Mrs Symons,

### Urgent Action Required If You Claim Universal Credit

If You Do Not Claim Universal Credit -Please Disregard This Letter

On 20 February 2026, we issued a letter confirming your new rent and service charges, which will take effect from 1 April 2026. The letter also advised that your rent will now be charged on a monthly basis. If you receive Universal Credit to help with your housing costs, it is important that you update your Universal Credit online account so your benefit matches your new monthly rent charge.

If you do not report your new rent correctly:

- Universal Credit may not pay the correct amount
- You could miss out on money you're entitled to
- You may fall into rent arrears and have to pay the difference yourself

If you receive Universal Credit (whether it is paid to you or directly to Argyll Community Housing Association), you must update your Universal Credit online account **on or after 1st April 2026**. Please do not update your Universal Credit online account or telephone before 1 April 2026 to advise of the change to your circumstances as the change will not be processed by the Department of Work & Pensions (DWP).

If you have a telephone claim for universal credit which means **you do not have an online account** please phone the helpline on **0800 328 5644** to report the change to your housing costs **on or after the 1st April 2026**.



The Scottish Housing Regulator's Landlord report on ACHA can be found on the Find and Compare Landlords webpage at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

Argyll Community Housing Association Limited  
Registered Office at: Menzies House, Glenshellach  
Business Park, Oban, PA34 4RY  
Registered under the Co-operative and Community  
Benefit Societies Act 2014, Reg. No. 2561R(S)  
Registered with the Scottish Housing Regulator as a  
Registered Social Landlord - RSL No. 360  
Vat Registration Number: 155542607  
Registered with the Scottish Government, Property  
Factor Registration Number PF000302



# UK DRIVING LICENCE



1. SYMONS
2. MRS KATHLEEN CHARLOTTE
3. 11.05.1986 UNITED KINGDOM
- 4a. 09.09.2025 4c. DVLA
- 4b. 17.10.2027
5. SYMON855116KC9AY 07
- 7.

*K. Symons*



8. 20 BERRYBURN, KAMES, TIGHNABRUAICH,  
PA21 2BQ
9. AM/A/B1/B/BE/f/k/p/q

OCT27

## **DEED OF AUTHORITY & CONSENT**

<b>THIS DEED is made on the date of signature below by (the “Client”)</b>	
Full Name:	Kattie Symons
Date of Birth:	11/05/1986
Previous Names (if any):	
Current Address:	20 Berryburn Tighnabruaich PA21 2BQ
Previous Addresses (relevant to care placements):	
CHI / NHS Number (if known):	

<b>IN FAVOUR OF (the “Representative”)</b>	
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	Kattie Symons
Date	14/04/2026

Witness	
Name	James Ryan
Address	SToK, 43-59 Princes Street, Stockport, SK1 1RY
Occupation	Case Handler
Signature	James Ryan
Date	14/04/2026

# Completion Certificate

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## Document Details

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## Signer Information

**Name:** Mrs Kattie Symons  
**Email:** kattiesymons@gmail.com  
**Telephone:** 07766059882  
**IP Address:** 2a0a:ef40:75c:9b01:8519:9dba:fd09:75c1



Verified Electronic Signature

## Audit Trail

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Document electronically signed	2026-04-14 14:26:23	2a0a:ef40:75c:9b01:8519:9dba:fd09:75c1

## Security Verification

SHA-256 Checksum: a55f2c2f099c2e682e7d0ed9ccbd0956f13f53fa283cd9bf75b2ead1c393d97a

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