

Falkirk Council

Date 19/08/2026

No address on record

Our Ref: DSAR-20260819-5CC89C

Client Ref: 101126

Subject: Data Subject Access Request under Article 15 UK GDPR and Section 45 DPA 2018 - Our Reference: 101126

Client Name: Miss Brenda Hynes Mckay

Client Address: 5 Shetland Place , Hallglen , Falkirk , FK1 2PD

Client Reference: 101126

Date of Birth: 16/09/1970

Name in Care: Brenda Buchanan

Previous Address: Wilson Place, Bonnybridge , Falkirk

Parents Names: Mother: Catherine Buchanan - Father: Ross Buchanan

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:

Foster Care: 1978

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



Mrs B McKay
5 SHETLAND PLACE
FALKIRK
FK1 2PD



0001456

Personal Loan
TSB Bank plc
PO Box 453
Mitcheldean
GL14 9LR

Need help? F
0800 111 416

Account n°: 1003054564

8 July 2026

Good news, your personal loan is in your account

Dear Mrs McKay

We're delighted to say, that your personal loan has been set up and the money is in your account. Your loan number is 100305456401.

Confirmation of the set-up of your Direct Debit instruction and future payment schedule

We've set up a Direct Debit instruction and a payment schedule for your loan as you asked. Please can you confirm if the details are correct, if they're not, give us a call straightaway on 0800 111 4166.



Letter of Authority

Authorisation to Act in Relation to Data Subject Access Requests

Full Name	Brenda Mckay
Date of Birth	16/09/1970
Previous Names (if any)	Brenda Buchanan
Current Address	5 Shetland Place Hallglen Falkirk FK1 2PD
Previous Address (relevant to care placements)	Wilson Place Bonnybridge
Mothers Name:	Catherine Buchanan
Fathers Name:	Ross Buchanan

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	101126

Dear Sir/Madam,

I, Brenda McKay , 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	Brenda Mckay
Date	29/07/2026

Certificate of Authenticity

Fintrixor — electronic signature record



Certificate ID	01KYQSQ7ERTPVD34DKMRY9CB2P
Document ID	01KYPNTX8W9AD620J71SVQKTD2
SHA-256 Document Hash	288392579db4633c02a6c9144a0fdd67c3e1db55495126a81b5d14b92d0f7d41
Recipient Name	Miss Brenda Hynes Mckay
Recipient Email	brendamckay1@icloud.com
Signing Timestamp (UTC)	2026-07-29 20:40:38
IP Address	31.49.146.25
Browser	Safari on macOS

Signing Consent & Review

Document opened	2026-07-29 10:26:38 UTC
Document reviewed (scrolled through)	2026-07-29 20:37:14 UTC
Consent confirmed	2026-07-29 20:40:38 UTC from 31.49.146.25

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	2026-07-29 10:13:31	45.145.101.64	Unknown browser
Document sent to recipient	2026-07-29 10:13:40	45.145.101.64	Unknown browser
Document opened by recipient	2026-07-29 10:26:38	31.49.146.25	Safari
Document opened by recipient	2026-07-29 10:33:46	195.70.94.138	Unknown browser
Document opened by recipient	2026-07-29 20:34:44	31.49.146.25	Safari
Document reviewed (scrolled through)	2026-07-29 20:37:14	31.49.146.25	Safari
Legally-binding consent confirmed	2026-07-29 20:40:38	31.49.146.25	Safari
Document signed	2026-07-29 20:40:38	31.49.146.25	Safari

Verify this certificate at <https://esign.fintrixor.co.uk/verify/01KYQSQ7ERTPVD34DKMRY9CB2P>