

Three Harbours Medical Group

Martha Terrace, Wick

KW1 5EL

Date 07/07/2026

Our Ref: DSAR-20260707-7DEC00

Client Ref: 100332

Subject: Data Subject Access Request - Full GP Medical Records - Our Reference:100332

Client Name: Miss Lisa Scott

Client Reference: 100332

Client Address: 14 Bremners Walk , Wick, KW1 5HU

Date of Birth: 16/08/1988

Name in Care:

Previous Address:

NHS Number:

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 a complete copy of the patient's full medical records, including all data held in electronic, paper, and archived formats.

This specifically includes:

Full GP records (not a summary printout)

Consultation notes and free-text entries

Historical paper records (including Lloyd George records where applicable)

Coded clinical data

Correspondence to and from hospitals, specialists, and external providers

Mental health records held within the GP file

Safeguarding concerns or alerts

Referral records and outcomes

Medication and prescription history

Any scanned documents or attachments

Format Requirement

We require a full record extract, not a patient summary or abbreviated report.

Where possible, please provide a complete system export including consultation notes and attachments.

Historical Records

Please ensure searches include:

Archived and legacy systems

Paper and scanned records

Records transferred from previous GP practices

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 with reasons in writing.

Non-Holding of Data

If you do not hold a complete record, please confirm:

The dates of records held

Details of any previous GP practices

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:	Lisa Scott
Date of Birth:	16/08/1988
Previous Names (if any):	
Current Address:	14 Bremners Walk Wick KW1 5HU
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	Lisa Scott
Date	20/03/2026

Witness	
Name	Ben Jacobs
Address	SToK, 43-59 Princes Street, Stockport, SK1 1RY
Occupation	Case Handler
Signature	Ben Jacobs
Date	20/03/2026

Completion Certificate

Reference ID: 9ade8fbe-12b8-4c5c-ab7c-4a32cd9b564e

Document Details

Document Name(s): part-1, part-3, cfa, loa, fee-clarity
Total Pages: 4
Sent By: Ben Jacobs (195.21.72.3)
Completed Date: Mar 20, 2026 11:59:31 UTC

Signer Information

Name: Miss Lisa Scott
Email: mackiscatt@gmail.com
Telephone: 07513791962
IP Address: 92.22.176.184



Verified Electronic Signature

Audit Trail

Action	Timestamp	IP Address
Created	2026-03-20 11:58:31	System
Document link sent to client by email	2026-03-20 11:58:32	System
Document link sent to client by sms	2026-03-20 11:58:32	System
Document link opened by client	2026-03-20 11:58:37	74.125.208.44
Document electronically signed	2026-03-20 11:59:31	92.22.176.184

Security Verification

SHA-256 Checksum: 96ac265aa62e82f4642a95c02c6a04e5d33810d1058af7c9cf8353931caf7f80

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



Miss L. Scott
14 BREMNERS WALK
WICK
KW1 5HU

Edinburgh
16b Cameron Toll Centre
Lady Road, EH16 5PB

Call us on: 03459 758758 (from UK)
www.tsb.co.uk

Your branch: EDINBURGH, CAMERON
TOLL

Sort Code: 87-70-66

Account Number: 00035154

BIC: TSBGB2AXXX

IBAN: GB58TSBS87706600035154

09/03/2026

eSavings

Statement number: 22

Effective from: 09 January 2026 to 09 March 2026

Your Account

Date of previous statement	08 January 2026
Balance on 09 January 2026	£250.55
Money in	£50.65
Money out	£40.00
Balance on 09 March 2026	£261.20
Credit interest	£0.00

The above figures are applicable to this statement period.

Your Interest Rates

Balances of	AER%	Gross p.a.%
£1.00+	0.90	0.90
£25,000.00+	0.95	0.95
£50,000.00+	0.95	0.95
£100,000.00+	1.00	1.00

AER is the Annual Equivalent Rate and illustrates what the interest rate would be if interest was paid and compounded once each year.

The interest rate you get depends on how much money you have in your account at midnight at the end of each day. You earn the interest rate on all the money in your account. For example, if you have £1,000.00 in your account you will earn 0.90% Gross/AER on the whole £1,000.00 but if you have £25,000.00 in your account you will earn 0.95% Gross/AER on the whole £25,000.00.

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Useful information

Please keep your contact information up to date

To update your contact information please write to us at: TSB, PO Box 413, 100 George Street, Glasgow G1 4 9LR or visit any TSB branch. Some of the information below may not apply to you depending on your account type.

Contact us immediately if you think your Cards, PINs or Cheque books have been lost or stolen

- Cards or PINs: please call us on 0800 015 0030 or +44 (0) 2074 812567 if you're outside the UK
- Cheque book: please call us on the telephone number on the front of your statement.

We have a range of tools and features to help you manage your money and stay in control

- Internet Banking: go to tsb.co.uk/registerquick
- Mobile App: download the app on the App store or Google Play and sign up once you've registered for Internet Banking
- Telephone Banking: call the number at the top of the statement (available 24/7). For your everyday banking needs you can use our fast automated service any time and when you need to speak to us we have a dedicated team of advisors available between 7am and 11pm. Between 11pm and 7am our advisors are dedicated to helping customers who need to report lost or stolen cards.
- Text Alerts: if we have your mobile number, we'll automatically send you text alerts to let you know when you're using an arranged or unarranged overdraft. To find out more or to sign up to our other handy text alerts, visit tsb.co.uk/help/no-ill-banking/text-alerts/
- Get your statements electronically: Once you're registered for Internet Banking you can choose to stop receiving paper statements and get them electronically instead. Simply go to Your Account Tools to manage your preferences

Is your current account (and any overdraft) still right for you?

- There may be other options that are more suitable for your needs
- To find out more about other TSB products visit tsb.co.uk or pop in to one of our branches.
- Remember you can find out how much your current account costs you each year by looking at the Statement of Fees which we send you annually

If you're thinking about switching your TSB account to another provider, the Current Account Switch Service is free-to-use and makes it easy to switch your account in just 7 working days. Your switch is also backed by the Current Account Switch Guarantee.

Find out more about the Current Account Switch Service at tsb.co.uk/current-accounts/switching-bank-account/

Independent service quality survey results

As part of an independent survey, customers of the 16 largest Personal Current Account providers are asked if they would recommend their provider to family and friends. The results are published every six months to enable you to compare TSB's overall