

**The Yellow Practice - Clydebank Health
Centre**

Date 25/06/2026

Practice Manager
Yellow Medical Practice
Clydebank Health And Care Centre
Queens Quay Main Avenue
Clydebank
G811BS

Our Ref: DSAR-20260625-DCDE86

Client Ref: 100292

Subject: Data Subject Access Request - Full GP Medical Records - Our Reference:100292

Client Name: Mrs Diane Donald

Client Reference: 100292

Client Address: 27 St. Andrews Way , Clydebank , G81 1BP

Date of Birth: 16/12/1983

Name in Care: Diane Reilly

Previous Address: Wood Quadrant, Stirling, Clydebank

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:	Diane Donald
Date of Birth:	16/12/1983
Previous Names (if any):	
Current Address:	27 St. Andrews Way Clydebank G81 1BP
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	Diane Donald
Date	13/03/2026

Witness	
Name	James Ryan
Address	SToK, 43-59 Princes Street, Stockport, SK1 1RY
Occupation	Case Handler
Signature	James Ryan
Date	13/03/2026

Completion Certificate

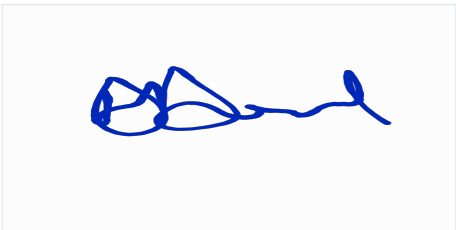
Reference ID: 20bce7ba-a02a-4265-b8a7-f65727d97ad2

Document Details

Document Name(s): part-1, part-3, cfa, loa, fee-clarity
Total Pages: 4
Sent By: James Ryan (195.21.72.3)
Completed Date: Mar 13, 2026 12:24:02 UTC

Signer Information

Name: Mrs Diane Donald
Email: dianedonald83@gmail.com
Telephone: 07393645082
IP Address: 94.175.78.77



Verified Electronic Signature

Audit Trail

Action	Timestamp	IP Address
Created	2026-03-13 12:21:25	System
Document link sent to client by email	2026-03-13 12:21:25	System
Document link sent to client by sms	2026-03-13 12:21:26	System
Document link opened by client	2026-03-13 12:21:50	74.125.208.43
Document electronically signed	2026-03-13 12:24:02	94.175.78.77

Security Verification

SHA-256 Checksum: 3fe22227dba5ec24cf7236282b636e99072e124b4f72e843f5641a08b8d64244

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

Peter Barry
Chief Officer
Housing and Employability

West
Dunbartonshire
COUNCIL

Miss Diane Donald
27 St Andrews Way
Clydebank
G81 1BP

Housing & Employability
Council Offices
16 Church Street
Dumbarton
G82 1QL

Date: 9 March 2026

Dear Miss Diane Donald

Rent Increase Notice - Ref no: 1031250001

Following the recent meeting of the Council on 4 March 2026, I hereby give notice (under the terms of Section 25(1) of the Housing (Scotland) Act 2001) that your rent will be increased from 6 April 2026 to:

Basic:	£157.76
Other Charges:	£0.00
Total New Rent:	£157.76

This equates to an increase of 6.7%, which was agreed following a consultation process open to all tenants.

If you pay by Direct Debit, your payments will be automatically adjusted to take account of the rent increase. If you pay by Standing Order, you must contact your bank to increase this to take account of the rent increase.

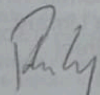
If you are in receipt of Universal Credit, in April you will receive a 'to-do' to confirm housing costs. Use the information in this letter to 'confirm your housing costs'. If you fail to tell the DWP about your rent increase, this will not be backdated and you will receive less money than you are due.

If you are in receipt of Housing Benefit, this will be adjusted automatically to take account of the rent increase.

If you continue to live at this address, you will be accepting the rent increase shown on this letter. Should you choose not to accept the rent increase, you have the right, under the above Act, to terminate your tenancy by giving West Dunbartonshire Council 4 weeks' notice.

Please telephone 01389 737788 or email corporatedebtteam@west-dunbarton.gov.uk if you have any enquiries regarding this letter.

Yours sincerely



Peter Barry
Chief Officer - Housing & Employability