

Mount Florida Medical Centre

183 Prospecthill Road
Glasgow
G42 9LQ

Date 09/06/2026

Our Ref: DSAR-20260609-F7031C

Client Ref: 100227

Subject: Data Subject Access Request - Full GP Medical Records - Our Reference:100227

Client Name: Mr Stephen Hart

Client Reference: 100227

Client Address: FLAT 02 15 Garturk Street , Glasgow, G42 8JQ

Date of Birth: 11/02/1981

Also Known As:

Name in Care:

NHS Number:

Previous Addresses:

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: | Stephen Hart |
| Date of Birth: | 11/02/1981 |
| Previous Names (if any): | |
| Current Address: | FLAT 02 15 Garturk Street Glasgow G42 8JQ |
| 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 | Stephen Hart |
| Date | 05/06/2026 |

| Witness | |
|------------|--|
| Name | Aaron Cheyne |
| Address | SToK, 43-59 Princes Street, Stockport, SK1 1RY |
| Occupation | Case Handler |
| Signature | Aaron Cheyne |
| Date | 05/06/2026 |

Completion Certificate


Reference ID: 2b5eb943-4ab6-42b6-bc00-db594f30e7b5

Document Details

Document Name(s): loa
Total Pages: 4
Sent By: Aaron Cheyne (195.70.94.138)
Completed Date: Jun 05, 2026 11:10:56 UTC

Signer Information

Name: Mr Stephen Hart
Email: stephenhart2008@hotmail.com
Telephone: 07807927678
IP Address: 2a06:5902:4816:9900:a572:5866:2a8f:2aa1



Verified Electronic Signature

Audit Trail

| Action | Timestamp | IP Address |
|---------------------------------------|---------------------|---|
| Created | 2026-06-05 11:08:21 | System |
| Document link sent to client by sms | 2026-06-05 11:08:22 | System |
| Document link sent to client by email | 2026-06-05 11:08:22 | System |
| Document link opened by client | 2026-06-05 11:10:39 | 2a06:5902:4816:9900:a572:5866:2a8f:2aa1 |
| Document electronically signed | 2026-06-05 11:10:56 | 2a06:5902:4816:9900:a572:5866:2a8f:2aa1 |

Security Verification

SHA-256 Checksum: f6575542f77d7b3d547acf2362a9b15852a6f7e8f9e79d34f1a415335afcab90

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



Our Ref: LJ
9 March 2026
Stephen Hart
15 Garthuk Street
Flat 012
Glasgow
G42 8JG

Dear Mr Hart,

I understand that you collected the keys for your property at 15 Garthuk Street this morning and have now returned to the property.
I am aware that you are unhappy with the circumstances surrounding the repairs to your home and the period during which you were unable to live there. I appreciate that this has been a difficult and frustrating situation for you.
If you remain dissatisfied with the service you have received, you have the option of raising a formal complaint with us. This will allow us to fully investigate the issues you have experienced, including the repair works, the decant arrangements and the communication during this time.

If you would like us to investigate this formally, please submit your complaint in writing to our Complaints Team at:

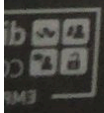
complaints@govanhill.org

Once received, your complaint will be logged and investigated in line with our complaint's procedure, and we will provide you with a full written response.
If you would prefer to discuss this matter first, you are also welcome to contact me directly and I will do my best to assist.

Yours sincerely,

L. Irvine

Louise Irvine
Information Officer



HAPPY TO TRANSLATE

GOVANHILL HOUSING ASSOCIATION LIMITED
SAMARITAN HOUSE, 78 COPLOW STREET, GOVANHILL, GLASGOW, G42 7JG
Telephone No: 0141 836 3838
Web: www.govanhill.org Email: checkin@govanhill.org

A Community Based Housing Association with charitable status. SC010307. Registered under the Industrial and Provident Societies Act 1965. Registered with the Scottish Housing Regulator - Registration No HCE117. Property Factor Registered Number FR00018

Extract of an entry in a REGISTER of BIRTH
Registration of Births, Deaths and Marriages (Scotland)

BIRTH
REGISTERED IN THE DISTRICT OF GLASGOW
District No. 621 Year 1981
Surname Hart
Name(s) Stephen
When born 1981

February Eleventh
0532 hours

4. Mother's name(s) and surname
Sadie Hart

5. Mother's usual residence (if different from 4 above)
14 Mc Gregor Street, Glasgow.

8. Father's name(s) and surname
Stephen Hart

9. Occupation
Fork Lift Truck Driver

10. Date and place of previous marriage
Year 1978 Month 8 Day 12
Glasgow

11. Informant's signature and qualification
Stephen Hart
Father

12. When registered
Year 1981 Month 2 Day 24

B(P)
N.H.S. No. 621 811 59

here born M.
Maternity General Hospital, Glasgow

6. Maiden surname
Donoghue

D. Cameron
Registrar

EXTRACTED from the Register of Births for the District of Glasgow
this 11th day of August 2006
J Coakley

The above particulars incorporate any subsequent corrections or amendments to the original entry made with the authority of the Registrar General.
This extract is valid only if it has been authenticated by the signature of the district registrar or assistant registrar. If the particulars in the relevant entry in the original register have been reproduced by photostatic means or some other similar process the signature must have been added after the reproduction has been made. A registrar will authenticate only the reproductions which have been produced by him.
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