

Marshall Ann Douglas
12 Lund Crescent
Carlise
Scotland
CA2 4DB

27th July 2026

Re: File Closure – Privacy Notice and Statutory Notice Period

Dear Marshall Ann,

Thank you for your courage in engaging with us so far. We recognise the strength it takes to share your story, and we remain committed to treating it with care, respect, and confidentiality.

At this stage, we are unable to progress your application as we have not received the information requested from you on the 6th July 2026. As we have not received a response, we will now begin the process of closing your file and will notify Redress Scotland that your claim is no longer proceeding as you wish to withdraw your application from Redress.

We are mindful of the potential impact this process may have, and we want to ensure that any next steps with your application are taken with appropriate safeguards in place. However, as the application process is time sensitive, if the required information can't be provided, we are unable to progress your application further. Applications already received by Redress Scotland are taking on average 9-18 months to process so we want to ensure you do not miss this opportunity for your story to be heard.

We understand that circumstances can change, and there may be many reasons why a call might not be possible. Please know we remain here whenever you feel ready to reconnect. If you would like to re-engage with the process, or if you need to cancel the application, please could you let us know, so that we can update your case file. This decision is being made in line with our legal obligations under the UK GDPR and the Data Protection Act 2018. These laws require us to ensure that personal information is:

- used only for a clear and lawful purpose
- accurate and up to date
- kept only for as long as it is needed
- stored securely and handled with care

Because we cannot progress your enquiry without contact from you, we are required to close your file and limit how long we continue to hold your information.

Before your file is closed, it will be placed into the **company's notice period of 10 working days**. This notice period gives you the opportunity to get in touch if you wish to continue with our support. If we do not hear from you within this timeframe, your file will be formally closed.

Once closed, your information will be retained only for the period required by our **legal and regulatory retention schedule**, after which it will be securely deleted, in accordance with our **Data Retention and File Management Policy**, a copy of which can be provided on request.

You continue to have rights over your personal information, including the right to request access, correction, or deletion, where appropriate.

Please note that based on our Terms of Business, should you end the contract with us you are liable for works carried out on your behalf and the firm may be entitled to recover reasonable costs for work completed up to the date of withdrawal, unless the firm agrees to waive these costs.

If you wish to continue with your enquiry or would like your file reopened during the notice period, please contact us as soon as possible and we will be happy to support you.

To enable us to continue supporting you, we require the following information:

- **The contact details for a person you may have spoken to about your time in care to provide a supporting statement (this may be a friend, family member or a person with a professional background such as a Social Worker, GP, Support Worker)**
- **A clear photo of you holding your passport open on the photo pages and also one of you holding a recent paper copy of a utility bill or your 2026-27 Council Tax bill. We just need the photo to show both your face and both documents next to it in the same photo and be able to read the document print clearly from both photos.**

We can offer guidance on what may be needed and explore ways to support you through the next stages safely. You can call us on 0203 004 6549, send a text/WhatsApp message to 07984 815011 (please note we are unable to accept calls on this number) or via email to support@aikerlegal.org

Please know that your voice matters, and your story remains held with care.

Yours sincerely,

Deanna Bradshaw

Aiker Legal Support Team