
Re: Subject Access Requests - Important Update - Our Ref: DP8573686 (OFFICIAL - SENSITIVE: Personal Data)

From evidence@mmalegal.co.uk <evidence@mmalegal.co.uk>

Date Fri 2026-08-28 11:18 AM

To Data Protection (SW) <DataProtection@sw.glasgow.gov.uk>

Cc james.taylor@mmalegal.co.uk <james.taylor@mmalegal.co.uk>

Good morning,

I am writing to request an urgent update regarding the outstanding Subject Access Request submitted on behalf of our client.

The request was originally submitted on **24 April 2026**, and we received your acknowledgement on **28 April 2026**.

Under the applicable data protection legislation, including the **UK GDPR and Data Protection Act 2018**, a Subject Access Request should ordinarily be responded to **without undue delay and within one month of receipt**. Where a request is sufficiently complex or numerous, the response period may be extended by a further two months; however, the data subject must be informed of that extension, together with the reasons for the delay, within the initial one-month period.

We received no correspondence within the statutory timeframe advising that an extension was required. Nevertheless, in recognition of the volume of requests your department may be managing, we allowed a period of up to **three months** for a full response to be provided.

As of today, **126 days have elapsed since the request was originally submitted**, meaning that the matter is now more than one month beyond even the maximum three-month period that may apply where a valid extension has been notified.

We also contacted you on **3 July 2026** seeking an update and, unfortunately, received no response.

In the circumstances, the continued failure to provide our client's personal data, together with the absence of notification of a valid extension within the prescribed timeframe, appears to constitute a **failure to comply with your obligations under the UK GDPR and Data Protection Act 2018**.

We appreciate that your department may currently be experiencing a significant backlog. However, administrative pressures and workload do not remove the statutory obligations placed upon a data controller when responding to a Subject Access Request. Of particular concern is that we currently have **numerous clients in a similar position**, with requests remaining outstanding beyond the applicable statutory timeframes and with little or no correspondence providing clarity as to when those requests will be completed.

We would therefore be grateful if you could provide a substantive response confirming:

- the current status of our client's Subject Access Request;

- whether the relevant records have been located and are currently being processed;
- the reason for the continued delay;
- why no extension was communicated within the applicable statutory timeframe; and
- a **realistic and specific date** by which the complete response and records will be provided.

We have sought to allow a reasonable degree of flexibility in relation to this request. However, given the extent of the delay and the absence of meaningful updates, we now require clarity as to when your statutory obligations will be fulfilled.

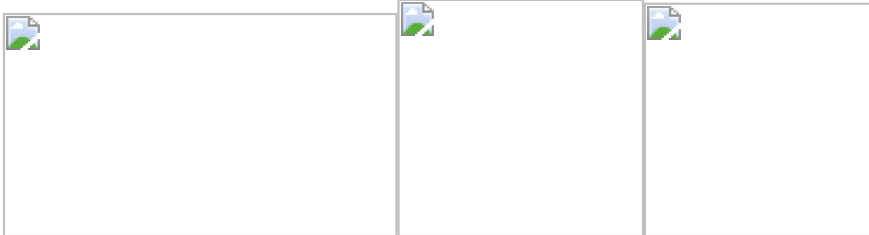
Should the matter remain unresolved, we will need to consider whether it is appropriate to **escalate the matter formally, including raising the continued non-compliance with the Information Commissioner's Office (ICO)**.

We would prefer to resolve the matter directly and would therefore appreciate your prompt response.

Kind regards,

James
Investigations Team
MMA Legal

E: Evidence@mmalegal.co.uk
T: 0161 570 0550



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From: evidence@mmalegal.co.uk <evidence@mmalegal.co.uk>
Sent: 03 July 2026 1:36 PM
To: Data Protection (SW) <DataProtection@sw.glasgow.gov.uk>
Subject: Re: Subject Access Requests - Important Update - Our Ref: DP8573686 (OFFICIAL - SENSITIVE: Personal Data)

Good afternoon,

Thank you for your previous email; we note its contents.

We will extend the deadline to the 28th of July 2026. This is 3 months from your acknowledgement letter. We expect to receive a response providing our client's care records before the above deadline.

If you require any further information, don't hesitate to contact us.

We look forward to hearing from you in due course.

Kind regards,

James
Investigations Team
MMA Legal

E: Evidence@mmalegal.co.uk
T: 0161 570 0550



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From: Data Protection (SW) <DataProtection@sw.glasgow.gov.uk>

Sent: 17 June 2026 4:17 PM

To: evidence <evidence@mmalegal.co.uk>

Subject: RE: Subject Access Requests - Important Update - Our Ref: DP8573686 (OFFICIAL - SENSITIVE: Personal Data)

OFFICIAL - SENSITIVE: Personal Data

Dear MMA Legal

Thank you for your email.

I note you advise you have had no correspondence from us in relation to your request. Our records show an acknowledgement letter was issued on 28 April 2026. A copy of which is attached for reference. Further correspondence on 18 May 2026 detailing the outstanding SARs we had for your organisation.

I can advise that relevant records related to your client have been identified. Once these files have been collated, they will then await allocation to an Officer for review/redaction. It is likely this process will take some time also due to the significant backlog our team are experiencing as a result of the Scottish Government's Redress Scheme (over 950 requests) and the varying and complex nature of these requests. Your request is currently queued at approximately **707th** in the queue. As such, our team is not yet in a position to issue a response to you, nor provide a timescale for this.

Per the note above, if your request has been made to gather information to support a Redress application, it is likely to be in your client's best interests to withdraw this SAR and instead request a Chronology of Care to avoid any unnecessary delay to your client's application.

Kind regards

Lorna

Lorna Fitzpatrick
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OFFICIAL - SENSITIVE: Personal Data

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