



Re: Access to Records - PE - Your ref 100076 Our ref 20260506-DP8579865 (OFFICIAL - SENSITIVE: Personal Data)

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

Date Wed 2026-08-12 12:53 PM

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

Urgent: Overdue Subject Access Request - Request for Immediate Update

Good afternoon,

Thank you for your email. I note its contents.

I am writing to request an urgent update regarding the Subject Access Request (SAR) for Paul Ewing/ 100076, submitted on 05/05/2026. The statutory response deadline of 04/06/2026 has now passed, and we have not received the requested information or a confirmed completion date.

The ICO's guidance states that a SAR must be completed without undue delay and, ordinarily, within one calendar month. If an extension is necessary because a request is complex, the requester must be informed of the extension and the reasons for it within the original one-month period.

We are also concerned that several SARs submitted by us on behalf of individual clients are now overdue. Each request relates to a separate data subject and should be considered individually. Please therefore confirm:

1. The current status of this request and the reason for the delay.
2. Whether an extension was applied and, if so, when and why we were notified.
3. The date by which the complete response will be provided.
4. The reasons for the wider delays affecting our outstanding requests.
5. What measures are being implemented to prevent further delays and ensure compliance with statutory timescales.

We acknowledge your suggestion that applications could proceed using a chronology of care. However, our clients' applications are individually assessed to ensure that the evidence presented accurately reflects their experiences and supports the appropriate level of redress. A chronology of care alone would not provide sufficient information for this purpose and cannot replace the complete personal information requested under the SAR.

These delays are particularly concerning because several affected clients are vulnerable, and some are terminally ill. The outstanding records are required before their applications can progress. We therefore ask that these cases be reviewed urgently and prioritised where reasonably possible, taking account of the serious consequences that further delays may have for the individuals concerned.

Please provide a substantive response, including a firm date for disclosure, by [date]. If the request cannot be completed by then, please explain the specific outstanding work, the reason it has not yet been completed, and the earliest date on which the complete response will be supplied.

We hope this can be resolved promptly. However, if we do not receive a satisfactory response, we will consider referring the matter to Glasgow City Council's Data Protection Officer and, where appropriate, raising a complaint with the Information Commissioner's Office.

Kind regards,

Daniel
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: 22 June 2026 12:13 PM

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

Subject: RE: Access to Records - PE - Your ref 100076 Our ref 20260506-DP8579865 (OFFICIAL - SENSITIVE: Personal Data)

OFFICIAL - SENSITIVE: Personal Data

Good morning,

Thank you for your email.

In terms of an update, 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 (c957 requests) and the varying and complex nature of these requests. Your request is currently queued at approximately **720th** 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.

I apologise for this and for the continued delay you are likely to experience. Please be assured that this is not due to any mismanagement of your request but rather due to an exponential increased in demand

which has been out with our control. Our team are working diligently to progress these requests as quickly as possible.

Please note, 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
Megan

Megan Leitch
Administrative Assistant
Complaints, FOI and Investigations Team
Business Development
Glasgow City Health and Social Care Partnership
Commonwealth House
32 Albion Street
Glasgow G1 1LH
Phone 0141 276 2535
Email megan.leitch@glasgow.gov.uk

www.glasgow.gov.uk
www.glasgowcity.hscp.scot
www.nhsggc.org.uk

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

Sent: 22 June 2026 12:04

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

Subject: Re: Access to Records - PE - Your ref 100076 Our ref 20260506-DP8579865 (OFFICIAL - SENSITIVE: Personal Data)

Good afternoon,

Could you kindly provide us with an update as to your current position in providing us with our client's records.

We look forward to hearing from you in due course.

Kind regards,

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: 08 May 2026 3:50 PM

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

Subject: Access to Records - PE - Your ref 100076 Our ref 20260506-DP8579865 (OFFICIAL - SENSITIVE: Personal Data)

OFFICIAL - SENSITIVE: Personal Data

Dear MMA Legal,

Please find attached our acknowledgement letter.

Thanks

Lily Utting

Administrative Officer
Complaints, FOI and Investigations Team
Glasgow City Health and Social Care Partnership

Lily.Utting@glasgow.gov.uk
DataProtection@sw.glasgow.gov.uk

www.glasgowcity.hscp.scot
www.glasgow.gov.uk
<http://www.nhs.uk>

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