



Reference: 100067 Paul Townsley

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

Date Thu 2026-07-09 11:56 AM

To Craigmillarpatientinfo.noreply@NHS.SCOT <Craigmillarpatientinfo.noreply@NHS.SCOT>

Dear Practice Manager / Data Protection Officer,

We write regarding the Subject Access Request submitted on behalf of our client.

We are concerned to note that, despite being provided with a valid signed Letter of Authority expressly authorising MMA Legal Limited to act on our client's behalf and to receive all correspondence and disclosure relating to this request, you chose to send the records directly to our client without any prior notification or explanation.

Under Article 15 UK GDPR, read together with Article 12 UK GDPR, data subjects are entitled to exercise their rights through an authorised representative. The Information Commissioner's Office is clear that organisations should recognise requests made by third parties where they are satisfied that the third party has authority to act on the individual's behalf. Our Letter of Authority provided that authority.

If you had any genuine concerns regarding the validity or scope of the authority, the appropriate course of action would have been to contact this firm for clarification before disregarding our client's express instructions.

Our client has appointed MMA Legal Limited to represent them in a legal matter. By failing to correspond with their authorised legal representatives, you have caused unnecessary delay, duplication of work and inconvenience to both our client and this firm.

Accordingly, we require you to:

1. Confirm why the Letter of Authority was not accepted for the purposes of disclosure.
2. Confirm the legal basis upon which you decided not to provide the records to our firm.
3. Provide a complete copy of the disclosure directly to MMA Legal Limited within seven days.

Should you maintain your position without providing an adequate legal justification, we reserve our client's right to refer the matter to the Information Commissioner's Office for consideration of whether the request has been handled in accordance with Articles 12 and 15 UK GDPR and the Data Protection Act 2018.

We trust this matter can now be resolved promptly and look forward to your response.

Yours faithfully,

**James Taylor**

Claims Operations Manager

Medusa Outsourcing Ltd**Address:** Building B, 23 Goodlass Road, Speke, Liverpool,
England, L24 9HJ

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