



Re: Data Subject Access Request - Miss Agnes Helen Murdoch - DP8570740 (OFFICIAL - SENSITIVE: Personal Data)

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

Date Fri 2026-05-29 10:54 AM

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

Good morning,

We write further to the above matter and to your previous correspondence requesting a “wet ink” signature.

The signed Letter of Authority was signed by our Client using our e-sign service. There are no specifications or requirements in which the SAR is to come over with wet ink.

The information provided allows you to see we have authority to act on behalf of our client, together with their ID and said form of authority.

The only requirement for a traditional wet-ink signature is for specific legal documents that demand a higher level of formality such as land transactions and wills.

A wet ink-signature for personal data is not required and as such, we look forward to your confirmation that you will now progress our SAR.

Should your position remain the same, please urgently clarify in writing before 5pm on 19th June 2026.

The Letter of Authority clearly stipulates the date and time the document was signed, in this instance, 20th February 2026 at 13:00 GMT and witness signed by our firm on 20th February 2026 at 13:04 GMT.

May we take this opportunity to remind you that we are under no obligations to provide you with any audit trails and any request for specific disclosure would need to be made via legal action.

We have provided a perfectly legible SAR request, with our Clients identification together with a signed letter of authority and their ID, all of which being dated within the last 6 months. We are not obliged to provide anything further.

Again, there are **no** specifications for a wet ink signature and any further push back for our request will be taken as avoidance and legal action will be taken.

We trust the need for a civil claim for specific disclosure will not be needed, however, should we proceed to such a stage, we will be seeking the costs of and occasioned to the same from Glasgow City Council direct.

Given that Glasgow City Council have already been reprimanded by the Information Commissioner's Office (ICO) earlier this year due to a back log of overdue requests, some 600 to be precise. We trust that we would therefore have the ICO'S full support in issuing a claim against Glasgow City Council for specific disclosure and moreover, trust that we will be successful in obtaining a Court Order demanding you to comply with our requests.

Please confirm before 5pm on 23 April 2026 that our SAR's sent on behalf of multiple clients will be processed with no further pushbacks. Should your position remain the same, please do provide me with your Data Protection Officer's details together with your senior managers details and your formal complaints process.

Investigations Team
MMA Legal

E: Evidence@mmalegal.co.uk
T: 0161 563 0816



1RY.

Cyber Crime Alert Please be aware that there is a risk posed by cyber fraud, especially in relation to bank account details. Please check with us before transferring any funds across if you are unsure and would like to confirm our bank details. MMA Legal Limited will not accept responsibility if you transfer money into an incorrect bank account. If you are not the intended recipient of this email please contact us immediately.

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

Sent: 23 April 2026 2:40 PM

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

Subject: RE: Data Subject Access Request - Miss Agnes Helen Murdoch - DP8570740 (OFFICIAL - SENSITIVE: Personal Data)

OFFICIAL - SENSITIVE: Personal Data

Dear Sir/Madam,

Further to your recent request on behalf of your client, please find enclosed our letter requesting further information. To allow us to issue any identified records we require a named individuals email address from your company.

Regards

Elaine McCorkell
Administration Officer
Complaints, FOI and Investigations Team
Business Development
Glasgow City Health and Social Care Partnership
Commonwealth House
32 Albion Street
Glasgow G1 1LH
Email elaine.mccorkell@glasgow.gov.uk
www.glasgowcity.hscp.scot
www.glasgow.gov.uk
www.nhsggc.org.uk

From: MMA Legal <evidence@mmalegal.co.uk>
Sent: 21 April 2026 09:30
To: Data Protection (SW) <DataProtection@sw.glasgow.gov.uk>
Subject: Data Subject Access Request - Miss Agnes Helen Murdoch

Subject: Data Subject Access Request under Article 15 UK GDPR and Section 45 DPA 2018

Client Name: Miss Agnes Helen Murdoch
Client Address: 2 Duntarvie Road, GLASGOW, G34 9JD
Client Reference: %Client_ID%
Date of Birth: 30/03/1965
Also Known As: Agnes Helen Watson
Name in Care: Agnes Helen Watson

Dear Sir/Madam,

We act on behalf of the above-named individual who was placed in residential care at the institution(s) referenced below during the approximate period stated.

Approximate Dates of Placement:

- Nerston Residential School: 1973-1977
- Thorntoun School: 1977-1980

We submit this request under Article 15 of the UK General Data Protection Regulation and the Data Protection Act 2018.

We expect a response within the statutory one calendar month period. If you require an extension, please confirm this in writing with full justification.

Please find the enclosed request.

We thank you for your assistance in this matter.

Yours faithfully,

Investigations Team
MMA Legal
E: evidence@mmalegal.co.uk
T: 0161 563 0816

MMA Legal Limited, a company registered in England and Wales with registered number 13900519
Authorised and regulated by the Solicitors Regulation Authority number 8000579
Registered Office: Stok, Princes Street, Stockport SK1 1RY

This email and any attachments are confidential and intended solely for the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender immediately and delete it from your system.

Any unauthorised use, disclosure, copying, or distribution of this communication is strictly prohibited.

We process personal data in accordance with applicable data protection laws, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Personal information contained within this communication must be handled securely and only for its intended purpose.

Whilst we take reasonable steps to ensure the accuracy of information contained in this email, no liability is accepted for any reliance placed on its contents. Nothing in this email constitutes legal or financial advice unless expressly stated.

OFFICIAL - SENSITIVE: Personal Data

Proud host city of the 2026 Commonwealth Games

Please print responsibly and, if you do, recycle appropriately.

Disclaimer: This email is from Glasgow City Council or one of its Arm's Length Organisations (ALEOs). Views expressed in this message do not necessarily reflect those of the council, or ALEO, who will not necessarily be bound by its contents. If you are not the intended recipient of this email (and any attachment), please inform the sender by return email and destroy all copies. Unauthorised access, use, disclosure, storage or copying is not permitted. Please be aware that communication by internet email is not secure as messages can be intercepted and read by someone else. We therefore strongly advise you not to email any information which, if disclosed to someone else, would be likely to cause you distress. If you have an enquiry of this nature then please write to us using the postal system. If you choose to email this information to us there can be no guarantee of privacy. Any email, including its content, may be monitored and used by the council, or ALEO, for reasons of security and for monitoring internal compliance with the office policy on staff use. Email monitoring or blocking software is also used. Please be aware that you have a responsibility to make sure that any email you write or forward is within the bounds of the law. Glasgow City Council, or ALEOs, cannot guarantee that this message or any attachment is virus free or has not been intercepted and amended. You should perform your own virus checks.

Protective Marking

We are using protective marking software to mark all our electronic and paper information based on its content, and the level of security it needs when being shared, handled and stored. You should be aware of what these marks mean for you when information is shared with you:

1.OFFICIAL SENSITIVE (plus one of four sub categories: Personal Data, Commercial, Operational, Senior Management) - this is information regarding the business of the council or of an individual which is considered to be sensitive. In some instances an email of this category may be marked as PRIVATE

2.OFFICIAL - this is information relating to the business of the council and is considered not to be particularly sensitive

3.NOT OFFICIAL – this is not information about the business of the council.

For more information about the Glasgow City Council Protective Marking Policy please visit <https://glasgow.gov.uk/protectivemarking> For further information and to view the council's Privacy Statement(s), please click on link below:www.glasgow.gov.uk/privacy