

Re: SAR2 NAC7/8976 McGowan

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

Date Thu 2026-05-28 11:30 AM

To SARHSCP <sarhscp@north-ayrshire.gov.uk>

Good morning,

Thank you for your previous email. We note its contents.

Unfortunately, we are unable to provide any further photographic identification. I note that a copy of our client's identification was submitted with the initial DSAR request and signed form of authority.

I understand your internal policies may request multiple forms of ID, but this is not a requirement under UK GDPR and the Data Protection Act 2018.

In addition, the ICO guidance is extremely clear on this point. Your request for another form of ID is unnecessary, unreasonable, and is not proportionate to the request we have made for our client's data.

There can be no reasonable doubt about our client's identification, and given the evidence we have already provided, we expect to receive all requested information and documents you are in control of.

Should you disagree with our position, we expect to receive a substantive and reasoned response specifying exactly what ICO guidance or statutory authority you are relying upon in requesting multiple forms of identification. In the absence of which, we expect to receive the information within the defined timescales.

If we do not receive a prompt response to this email with the requested authorities and guidance you are relying upon, and do not receive the requested information in the coming weeks, we will have little option but to submit a complaint to the ICO - this will be submitted without further notice to yourself.

We trust this will not be necessary and look forward to hearing from you as soon as possible.

If you wish to discuss this email via telephone, please contact me on 0161 563 0816 and we would be happy to have a pragmatic discussion to overcome this issue.

I look forward to hearing from you.

Kind regards,

James

Investigations Team
MMA Legal

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



MMA Legal Limited is a company registered in England & Wales (registered number: 13900519). MMA Legal Limited is authorised and regulated by the Solicitors Regulation Authority, SRA Number: 8000579. A list of directors is available at the Registered office address STOK, 43-59 Princes., Stockport, SK1 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: SARHSCP <sarhscp@north-ayrshire.gov.uk>
Sent: 26 May 2026 2:17 PM
To: evidence@mmalegal.co.uk <evidence@mmalegal.co.uk>
Subject: RE: SAR2 NAC7/8976 McGowan

Good afternoon,
Further to our email below we would be grateful to receive the requested ID documents as soon as possible.

If we do not receive the documents within 2 weeks, your subject access case will be closed. If, however, you can provide the documents in the future we will be happy to reopen your case.

If you are concerned about how North Ayrshire Council has handled your request you can write to our Data Protection Officer, Cunninghame House, Irvine, KA12 8EE or email dataprotectionofficer@north-ayrshire.gov.uk and ask that the matter be formally reviewed.

Alternatively, you can view the guidance on the UK Information Commissioner about how to progress a concern you may have about your information rights. Further information on how to do this can be found on their Report a Concern section of their website at <https://ico.org.uk/concerns>

Many thanks

Eva Kaye

Eva Kaye
Clerical Officer

North Ayrshire Health & Social Care Partnership
Cunninghame House, 5th Floor West
Irvine, KA12 8EE

From: SARHSCP <sarhscp@north-ayrshire.gov.uk>
Sent: 21 May 2026 12:29
To: evidence@mmalegal.co.uk
Subject: RE: SAR2 NAC7/8976 McGowan

Good afternoon,

As per our previous email:

I write to acknowledge receipt of your personal data request on behalf of Frances McGowan received by the council on 15/05/2026 and can advise that your request will be dealt with under the Council's Subject Access Request procedures.

In order that I can process your request further I would be grateful if you could provide **two forms of identification**. These can be copies of - Passport, Driver's Licence, Employer's or Student card, Unemployment Benefit Card or Council Rent Book. **At least one of the documents must contain a signature for comparison with the one on your request form**. Please do not send the original documents. Completed information can be emailed to SARHSCP@north-ayrshire.gov.uk or posted to the above address.

On receipt of your completed information, I will ensure that your request is passed to the appropriate Team Manager to be dealt with.

Many thanks

Eva Kaye

Eva Kaye
Clerical Officer
North Ayrshire Health & Social Care Partnership
Cunninghame House, 5th Floor West
Irvine, KA12 8EE

From: SARHSCP <sarhscp@north-ayrshire.gov.uk>
Sent: 15 May 2026 14:56
To: evidence@mmalegal.co.uk
Subject: SAR2 NAC7/8976 McGowan

Good afternoon,

I write to acknowledge receipt of your personal data request on behalf of Frances McGowan received by the council on 15/05/2026 and can advise that your request will be dealt with under the Council's Subject Access Request procedures.

In order that I can process your request further I would be grateful if you could provide **two forms of identification**. These can be copies of - Passport, Driver's Licence, Employer's or Student card, Unemployment Benefit Card or Council Rent Book. **At least one of the documents must contain a signature for comparison with the one on your request**

form. Please do not send the original documents. Completed information can be emailed to SARHSCP@north-ayrshire.gov.uk or posted to the above address.

On receipt of your completed information, I will ensure that your request is passed to the appropriate Team Manager to be dealt with.

Many thanks

Eva Kaye

Eva Kaye
Clerical Officer
North Ayrshire Health & Social Care Partnership
Cunninghame House, 5th Floor West
Irvine, KA12 8EE

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

Sent: 12 May 2026 13:57

To: Data Protection Officer (shared mailbox) <dataprotectionofficer@north-ayrshire.gov.uk>

Subject: Data Subject Access Request - Ms Frances Mcgowan

You don't often get email from evidence@mmalegal.co.uk. [Learn why this is important](#)

Caution: This is an external email and could be malicious. Do not click on links or open attachments unless you recognise the sender and know the content is safe.

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

Client Name: Ms Frances Mcgowan
Client Address: 359 Peat Road, Glasgow, G53 6SE
Client Reference: 100022
Date of Birth: 19/01/1969
Also Known As:
Name in Care:

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:

- Nazareth House, Kilmarnock: 1975-1975

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.

** Please help reduce waste. Don't print this email unless absolutely necessary. **

This document should only be read by those persons to whom it is addressed and is not intended to be relied upon by any person without subsequent written confirmation of its contents. Accordingly, North Ayrshire Council disclaim all responsibility and accept no liability (including in negligence) for the consequences for any person acting, or refraining from acting, on such information prior to the receipt by those persons of subsequent written confirmation.

If you have received this e-mail message in error, please notify us immediately by telephone. Please also destroy and delete the message from your computer.

Any form of unauthorised reproduction, dissemination, copying, disclosure, modification, distribution and/or publication of any part of this e-mail message (or attachments transmitted with it) by the addressee(s) is strictly prohibited.

Please be advised that North Ayrshire Council's incoming and outgoing e-mail is subject to regular monitoring.

[North Ayrshire Council Website](#)