
Re: Ref: 100005; Client: Mr Alex Ferguson

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

Date Fri 2026-06-19 11:11 AM

To Catriona Donnelly | Manager Calderglen House <catriona.donnelly@enhancescotland.co.uk>

Good Morning,

Thank you kindly for your correspondence with ourselves regarding our client Mr Alex Ferguson. We have checked our system and can see Mr Ferguson has advised he was a resident in **Calderglen House** in 1977.

We hope this helps with a further search and are happy to further assist if necessary.

Kind regards,

Leah

Investigations Team

MMA Legal

E: Evidence@mmalegal.co.uk

T: 0161 570 0550



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From: Catriona Donnelly | Manager Calderglen House <catriona.donnelly@enhancescotland.co.uk>

Sent: 19 June 2026 11:05 AM

To: evidence@mmalegal.co.uk <evidence@mmalegal.co.uk>; info@calderglenhouse.co.uk
<info@calderglenhouse.co.uk>

Subject: RE: Ref: 100005; Client: Mr Alex Ferguson

Good morning,

As per our telephone conversation, Calderglen Houe was purchased by Enhance Healthcare in March 2024. We have no records of the above individual in our time. I believe from the telephone call, this may be someone who was a resident prior to the service being a rehabilitation unit. Do you have dates as to when the gentleman was a resident here?

Kind regards

Catriona Donnelly
Manager

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

Sent: 18 June 2026 11:28

To: info@calderglenhouse.co.uk

Subject: RE: Ref: 100005; Client: Mr Alex Ferguson

Good morning,

We are writing to you in relation to the aforementioned client and reference.

We submitted a Data Subject Access Request on 14/04/2026 and the relevant defined period has now expired. Despite this expiry, we have not received any formal request for an extension of time.

As a gesture of goodwill, and in an attempt to negate the need for a formal complaint being issued to the Information Commissioner's Office, we would grant a further 14 days from the date of this correspondence for documents to be provided.

For ease, we would be grateful if you can provide all requested information electronically to evidence@mmalegal.co.uk

Should we not receive the requested information or communication from you we will be issuing a complaint to the ICO without further notice.

We trust this will not be necessary and look forward to receiving the requested information without further delay.

As you will be aware, we sent our Clients DSAR on 14th April 2026, and a response was due on or before 14th May 2026.

We to date have not received any response/acknowledgement and are now chasing the same.

Can you please confirm as a matter of urgency that the DSAR sent on 14th April 2026 was acknowledged and processed accordingly under Article 15 of the Data Protection Act 2018 or if the DSAR is now legally overdue and your establishment has failed to comply.

Should you be in breach of Article 15 of the Data Protection Act 2018, can you please provide us with your internal complaints process.

Should we not hear from you within 14 days from the date of this communication, we will have no option but to escalate the matter to the Information Commissioner's Office (ICO).

Given the nature and sensitivity surrounding our client's request, we would prefer to work with you rather than against and request that we both have our client's best interests in mind.

We look forward to your response.

Kind regards,
Leah
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