

**Re: SAR NAC78033 Copeland**

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

**Date** Thu 2026-05-28 12:17 PM

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

Good afternoon,

Many thanks for your email.

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 that 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,

Investigations Team  
MMA Legal

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



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**From:** SARHSCP <sarhscp@north-ayrshire.gov.uk>  
**Sent:** 06 May 2026 10:43 AM  
**To:** evidence@mmalegal.co.uk <evidence@mmalegal.co.uk>  
**Subject:** SAR NAC78033 Copeland

Good morning,

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](mailto: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, 5<sup>th</sup> Floor West  
Irvine, KA12 8EE

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**From:** SARHSCP <sarhscp@north-ayrshire.gov.uk>  
**Sent:** 23 April 2026 12:56  
**To:** evidence@mmalegal.co.uk  
**Subject:** SAR2 NAC78033 Copeland

Good afternoon,

I write to acknowledge receipt of your personal data request on behalf of Michelle Copeland received by the council on 23/04/2026 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](mailto:SARHSCP@north-ayrshire.gov.uk) or posted to the above address.

**I note the mandate and passport provided are both unsigned and so we cannot accept either.**

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, 5<sup>th</sup> Floor West  
Irvine, KA12 8EE

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**From:** Subject Access Request <[Subjectaccessrequest@north-ayrshire.gov.uk](mailto:Subjectaccessrequest@north-ayrshire.gov.uk)>  
**Sent:** 23 April 2026 11:17  
**To:** SARHSCP <[sarhscp@north-ayrshire.gov.uk](mailto:sarhscp@north-ayrshire.gov.uk)>  
**Subject:** FW: Data Subject Access Request - Ms Michelle Copeland

Hi,

Please see SAR request for HSCP.

Thanks  
Sarah Keen

Senior Customer Support Administrator  
Democratic Services  
1st Floor East  
Cunninghame House  
Irvine

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**From:** MMA Legal <[evidence@mmalegal.co.uk](mailto:evidence@mmalegal.co.uk)>  
**Sent:** 22 April 2026 20:21  
**To:** Subject Access Request <[Subjectaccessrequest@north-ayrshire.gov.uk](mailto:Subjectaccessrequest@north-ayrshire.gov.uk)>  
**Subject:** Data Subject Access Request - Ms Michelle Copeland

**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 Michelle Copeland  
Client Address: 44 Briery Court, Kilbirnie, KA25 6JD  
Client Reference: 100040  
Date of Birth: 21/09/1976  
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:

- Woodlends School: 1990

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](mailto:evidence@mmalegal.co.uk)  
T: 0161 563 0816

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