
Re: Subject Access Request Ref edir:61611

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

Date Fri 2026-08-28 11:46 AM

To Information Rights Officer 7 <informationrightsofficer7@edinburgh.gov.uk>

Good morning,

Thank you for your previous email, the contents of which we note.

We are writing to request an urgent update regarding the outstanding Subject Access Request submitted on behalf of our client on 24 April 2026.

We note that you acknowledged receipt of the request on 1 May 2026 and advised that a full response would be provided by 26 May 2026, in accordance with the applicable statutory timeframe.

Since then, we have received no further correspondence, nor have we been notified of any extension to the statutory response period. The original deadline has now passed by a considerable period and, even allowing for the maximum extension ordinarily permitted under UK GDPR, the request remains outstanding.

We would therefore be grateful if you could provide an urgent update confirming:

1. The reason the Subject Access Request has not been completed within the applicable statutory timeframe;
2. The current status of the request;
3. Whether there are any outstanding matters preventing disclosure of our client's records; and
4. The date by which we can expect to receive a full response and disclosure of our client's personal data.

Given the significant delay, we would appreciate your urgent attention to this matter and ask that the request now be progressed without further delay.

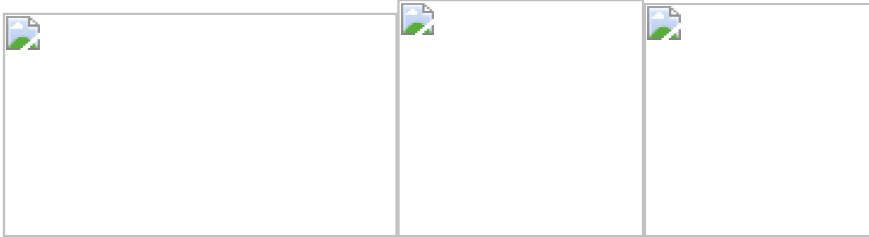
We look forward to hearing from you in due course.

Kind regards,

James
Investigations Team
MMA Legal

E: Evidence@mmalegal.co.uk

T: 0161 570 0550



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From: Information Rights Officer 7 <informationrightsofficer7@edinburgh.gov.uk>
Sent: 23 July 2026 9:41 AM
To: evidence@mmalegal.co.uk <evidence@mmalegal.co.uk>
Subject: RE: Subject Access Request Ref edir:61611

Dear James,

Client Name: Mr Bernard Lewis
Client Reference: 100222

Thank you for your email.

Firstly, we would like to say we are very sorry for the length of time you have been waiting for a response to your request. We acknowledge that you would have not expected this length of delay when you submitted your request to us, and we sincerely apologise for the frustration this must be causing.

If you have taken the time to come back to us with comments over this delay, we are grateful for your engagement. We take all feedback extremely seriously and are working hard to remediate any issues that may be contributing to such delays.

By way of explanation for the delay, the Council, unfortunately, is currently operating with a backlog of requests. To reduce the backlog, we are employing additional members of staff who will specifically focus on processing the requests that are in our backlog. We would like to advise you that we are working through our backlog in chronological order.

We have received the information back from the service relating to your request. Once we are in a position to start processing your request, you will be contacted by an Information Rights Officer. This officer will be responsible for processing and managing your request and will be your point of contact throughout the whole request process.

Again, please accept our apologies for this delay.

Yours sincerely,

Ann

Ann Lee | Information Rights Officer | Information Governance Unit | Chief Executive's Office |
Legal and Assurance | Business Centre 2:1 | Waverley Court, 4 East Market Street, Edinburgh,
EH8 8BG

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

Sent: 21 July 2026 16:15

To: Information Rights Officer 7 <informationrightsofficer7@edinburgh.gov.uk>

Subject: Re: Subject Access Request Ref edir:61611

Good afternoon,

Thank you for your previous email; we note its contents

Could you kindly provide us with an update as to your current position with providing us with our client's records.

We note that we have sent the SAR for this client on the 24th of April, to which we have had little to no response to indicate a deadline for you to complete our request.

We appreciate that you have a high volume of requests, and we wish to work alongside you, rather than against you in the best interest of our client. However, we are receiving responses past the statutory deadline that yourselves are extending the deadline, when this is something to be requested with reasoning.

We will more than likely issue an extension given the severity of your high volume of requests; we only request that you at least notify us before the deadline is due. Stating how long an extension is needed, with a date attached. This will prevent any unnecessary chasers for you to respond to, as well as us disrupting your search for our clients' records.

If you require any further information, don't hesitate to contact us.

We look forward to hearing from you in due course.

Kind regards,

James
Investigations Team
MMA Legal

E: Evidence@mmalegal.co.uk

T: 0161 570 0550



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From: Information Rights Officer 7 <informationrightsofficer7@edinburgh.gov.uk>

Sent: 29 June 2026 2:00 PM

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

Subject: RE: Subject Access Request Ref edir:61611

Dear James,

Your ref: Client: Mr Bernard Lewis

Thank you for your email.

Firstly, we would like to say we are very sorry for the length of time you have been waiting for a response to your request. We acknowledge that you would have not expected this length of delay when you submitted your request to us, and we sincerely apologise for the frustration this must be causing.

If you have taken the time to come back to us with comments over this delay, we are grateful for your engagement. We take all feedback extremely seriously and are working hard to remediate any issues that may be contributing to such delays.

By way of explanation for the delay, the Council, unfortunately, is currently operating with a backlog of requests. To reduce the backlog, we are employing additional members of staff who will specifically focus on processing the requests that are in our backlog. We would like to advise you that we are working through our backlog in chronological order.

We have received the information back from the service relating to your request. Once we are in a position to start processing your request, you will be contacted by an Information Rights Officer. This officer will be responsible for processing and managing your request and will be your point of contact throughout the whole request process.

Again, please accept our apologies for this delay.

Yours sincerely,

Ann

Ann Lee | Information Rights Officer | Information Governance Unit | Chief Executive's Office | Legal and Assurance | Business Centre 2:1 | Waverley Court, 4 East Market Street, Edinburgh, EH8 8BG

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

Sent: 29 June 2026 12:54

To: Information Rights Officer 7 <informationrightsofficer7@edinburgh.gov.uk>

Subject: Re: Subject Access Request Ref edir:61611

Good afternoon,

Can you confirm your position in providing us with an update as to your current position in completing our Subject Access Request in relation to our client

We look forward to hearing from you in due course.

Kind regards,

James

Investigations Team
MMA Legal

E: Evidence@mmalegal.co.uk

T: 0161 570 0550



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From: informationrightsofficer7@edinburgh.gov.uk <informationrightsofficer7@edinburgh.gov.uk>

Sent: 01 May 2026 4:30 PM

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

Subject: Subject Access Request Ref edir:61611

Investigations Team
MMA Legal

Date: 01/05/2026

Our ref: 61611

Your ref: Client: Mr Bernard Lewis

Dear Investigations Team

I refer to your request for information which we are dealing with in accordance with your rights under data protection legislation.

We will respond to you as soon as possible. In most cases we will be able to reply within one month of receiving your request, and therefore you should receive an answer by 26/05/2026. It is sometimes necessary to extend this deadline where requests are particularly complex. We will contact you before 26/05/2026 if it becomes necessary to extend the response time.

If you have any questions about your request, please contact the Information Governance Unit using the details below and quote the reference: 61611.

Please note that once we receive the information from the relevant service area/s it will be reviewed to ensure that anyone else's personal data (third-party information) that you are not entitled to is redacted (blacked out), in line with the Data Protection Act 2018. Other exemptions within the legislation may also be applied if required, and you will be notified of these in our response.

For more information on privacy and data protection, please contact us, or see the City of Edinburgh Council's website:

Privacy and Data Protection - <https://www.edinburgh.gov.uk/privacy>

Yours sincerely

Ann Lee
Information Rights Team

Information Governance Unit, Level 2:1, Waverley Court, Edinburgh EH8 8BG Tel 0131 200 2340,
informationrights@edinburgh.gov.uk, www.edinburgh.gov.uk

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