

**North Lanarkshire Council**

Date 18/08/2026

*No address on record*

Our Ref: DSAR-20260818-188CB0

Client Ref: 101146

Subject: Data Subject Access Request under Article 15 UK GDPR and Section 45 DPA 2018 - Our Reference: 101146

Client Name: Miss Lisa Fallon

Client Address: 56 Croy Road, Coatbridge, Scotland, ML5 5JG

Client Reference: 101146

Date of Birth: 01/09/1977

Name in Care:

Previous Address: 25 Marshall St, Coatbridge, Scotland

Parents Names: Mother: Winifred Fallon - Father: John Fallon

Dear Sir/Madam,

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

Approximate Dates of Placement:

Cardross Park Assessment Centre: 1991-1992

This request is made under Article 15 of the UK General Data Protection Regulation and Section 45 of the Data Protection Act 2018.

**Scope of Request**

We request disclosure of all personal data held in relation to our client, across all systems and formats, including but not limited to:

Admission and discharge records

Full placement history, including transfers between care settings

Social work records, case files, and assessments

Daily logs, key worker notes, and case notes

Incident reports, safeguarding records, and protection referrals

Case conference notes, reviews, and internal assessments  
Complaints, investigations, and outcomes  
Correspondence between staff, local authorities, and external agencies  
Records shared with or held by third-party care providers acting on your behalf  
Medical, psychological, or educational records held within the care file  
Photographs or other documentation relating to our client's time in care  
Records identifying staff members and roles involved in their care

### **Historical and Archived Records**

Given the historical nature of this request, we require that all reasonable and proportionate searches are undertaken, including:

Archived and off-site storage  
Legacy systems, including paper, microfiche, and scanned records  
Records held under previous authority names, reorganisations, or successor bodies  
Records held by contracted, private, or voluntary sector care providers commissioned by your authority

### **Placement and Authority Clarification**

Where records indicate placement in additional care settings, we request:

Details of those institutions  
Dates of placement  
The commissioning or responsible authority

This information is required to ensure a complete and accurate record of our client's time in care.

### **Format of Disclosure**

Please provide the information in electronic format where possible. Where records exist only in non-digital formats, scanned copies will be acceptable.

### **Enclosures**

We enclose:  
Signed authority from our client  
Proof of identity

Should you require any further information to process this request, please advise promptly.

### **Statutory Timeframe**

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

### **Non-Holding of Data**

If your organisation does not hold the requested data, we require:  
Formal written confirmation of this position

Details of any organisation believed to hold the data, including successor or archive bodies where applicable

**Service of Documents**

We only accept service of documents via email at [evidence@mmalegal.co.uk](mailto:evidence@mmalegal.co.uk). Should you for any reason be unable to send documents to the above email, please notify us via the same email imminently.

Yours faithfully,

James Taylor

Investigations Team

INS Law

E: [evidence@inslaw.co.uk](mailto:evidence@inslaw.co.uk)

T: +441618880834

Rent Ref: 589500504  
Contact: Your Local Area Office  
Tel: 01236 758010  
Email: Northrents@northlan.gov.uk  
Date: 15/06/2026



1047/4185/12/4432483  
Miss Lisa Fallon  
56 Croy Road  
Coatbridge  
Lanarkshire  
ML5 5JG

308A



**Enterprise and Communities**  
Area Housing Office

Burnhead Street  
Uddingston  
Glasgow  
G71 5DD

[www.northlanarkshire.gov.uk](http://www.northlanarkshire.gov.uk)

Dear Miss Fallon

#### Annual Rent Statement

Please find enclosed your rent statement for the last 12 months. This is correct as of the date of this statement. Any recent payments made, or charges received may not be included.

If the balance on your statement has a CR at the end of it, this means your account is in credit and is for information only. If the statement shows a DR at the end, then your account is in arrears meaning you owe money to your rent account.

If you currently pay by Direct Debit and the statement shows that you are in arrears, you do not need to take any further action as your Direct Debit will have been set up with a recovery towards the outstanding arrears included.

If you are having issues making payments, including financial difficulties we offer several services to help you, so please contact us right away on the number at the top of this letter.

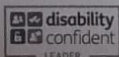
If you are of working age, on a low income or out of work, you may be able to claim Universal Credit. To apply online visit [www.gov.uk/universal-credit](http://www.gov.uk/universal-credit).

If you are of pension age and need help to pay your rent, you may be eligible for Housing Benefit. To find out more contact our Benefit Team on 01698 403210 or go to [www.northlanarkshire.gov.uk/benefitcalculator](http://www.northlanarkshire.gov.uk/benefitcalculator)

Yours sincerely

  
**Stephen Llewellyn**  
Chief Officer (Housing)

1047 1121  
589500504  
[1]



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## Letter of Authority

Authorisation to Act in Relation to Data Subject Access Requests

|                                                       |                                                   |
|-------------------------------------------------------|---------------------------------------------------|
| <b>Full Name</b>                                      | Lisa Fallon                                       |
| <b>Date of Birth</b>                                  | 01/09/1977                                        |
| <b>Previous Names (if any)</b>                        |                                                   |
| <b>Current Address</b>                                | 56 Croy Road<br>Coatbridge<br>Scotland<br>ML5 5JG |
| <b>Previous Address (relevant to care placements)</b> |                                                   |
| <b>Mothers Name:</b>                                  |                                                   |
| <b>Fathers Name:</b>                                  |                                                   |

## Authorised Representative

|                         |                                                                        |
|-------------------------|------------------------------------------------------------------------|
| <b>Firm Name</b>        | INS Law                                                                |
| <b>Address</b>          | Building B, 23 Goodlass Road,<br>Speke, Liverpool, England, L24<br>9HJ |
| <b>Email</b>            | evidence@inslaw.co.uk                                                  |
| <b>Telephone</b>        | 0161 888 0830                                                          |
| <b>Matter Reference</b> | 101146                                                                 |

Dear Sir/Madam,

I, Lisa Fallon , confirm that I have instructed INS Law to act on my behalf in relation to the exercise of my data protection rights, including my right of access under the UK General Data Protection Regulations and the Data Protection Act 2018. This authority is provided specifically in relation to my application to The Scottish Redress Scheme, providing authority to INS Law to obtain any and all information they deem necessary to progress my application.

I authorise INS Law, including its partners, directions, employees, consultants, agents, and authorised representatives, to:

1. Prepare, submit, and pursue Data Subject Access Requests on my behalf;
2. Correspond with you and communicate with you on my behalf in relation to any Data Subject Access Request or associated data protection matter;
3. Request confirmation as to whether you process my personal data;
4. Request access to, and copies of, my personal data and any supplementary information to which I am entitled under applicable data protection law;
5. Request information concerning the purposes of processing, categories of personal data processed, recipients or categories of recipients, retention periods, sources of data, and any automated decision-making or profiling, where applicable;
6. Provide, confirm, or clarify information reasonably required to identify me and locate my personal data;
7. Receive correspondence, disclosures, copies of personal data, explanations, schedules, electronic files, paper records, and any other response or material provided in connection with the request;
8. Correspondence with you regarding the scope, timing, format, completeness, or adequacy of any response;
9. Raise queries, challenge omissions, request clarification, request further searches, and pursue follow-up correspondence where necessary; and
10. Where appropriate, assist me in making complaints or representations to the Information Commissioner's Office or in taking any further steps arising from your response or failure to respond.

This authority applies to personal data held by you in any form, including paper records, electronic records, correspondence notes, call recordings, account records, internal records, case files, databases, emails, messages, audio recordings, CCTV footage, and any other records containing my personal data.

This authority extends to all personal data concerning me that you hold.

I request all correspondence and disclosure materials relating to any Data Subject Access Request be sent directly to INS Law using the contact details above, quoting reference

I further authorise INS Law to disclose any records, personal data, special category personal data, witness statements and application materials obtained on my behalf to independent Scottish solicitors or legal advisers where reasonably required for the purpose of advising me on any offer, award, review, reconsideration or statutory waiver under the Scottish Redress Scheme.

This authority remains valid from the date of signature, unless revoked by me in writing.

|                   |                                                                                    |
|-------------------|------------------------------------------------------------------------------------|
| <b>Signature</b>  |  |
| <b>Print Name</b> | Lisa Fallon                                                                        |
| <b>Date</b>       | 21/07/2026                                                                         |

# Certificate of Authenticity

Fintrixor — electronic signature record



|                         |                                                                  |
|-------------------------|------------------------------------------------------------------|
| Certificate ID          | 01KY2BC4VG73ZXNFZXSPPWC3K7                                       |
| Document ID             | 01KY2B61KTWAGVPADXVRNWZVHY                                       |
| SHA-256 Document Hash   | bbae493bfad4ffdca5deb73130aa04750827ffc8b2a4aeb5595183bd83156419 |
| Recipient Name          | Miss Lisa Fallon                                                 |
| Recipient Email         | lisafallon341@gmail.com                                          |
| Signing Timestamp (UTC) | 2026-07-21 12:45:52                                              |
| IP Address              | 176.250.57.143                                                   |
| Browser                 | Chrome on Android                                                |

## Signing Consent & Review

|                                      |                                             |
|--------------------------------------|---------------------------------------------|
| Document opened                      | 2026-07-21 12:42:47 UTC                     |
| Document reviewed (scrolled through) | 2026-07-21 12:45:44 UTC                     |
| Consent confirmed                    | 2026-07-21 12:45:52 UTC from 176.250.57.143 |

Statement confirmed: "I confirm that my electronic signature is legally binding and has the same legal effect as a handwritten signature."

## Audit Trail

| Event                                | Timestamp (UTC)     | IP Address     | Browser         |
|--------------------------------------|---------------------|----------------|-----------------|
| Document created                     | 2026-07-21 12:42:32 | 45.145.101.64  | Unknown browser |
| Document sent to recipient           | 2026-07-21 12:42:39 | 45.145.101.64  | Unknown browser |
| Document opened by recipient         | 2026-07-21 12:42:47 | 66.249.81.169  | Chrome          |
| Document opened by recipient         | 2026-07-21 12:42:57 | 66.102.7.33    | Chrome          |
| Document opened by recipient         | 2026-07-21 12:43:24 | 176.250.57.143 | Chrome          |
| Document opened by recipient         | 2026-07-21 12:43:30 | 195.70.94.138  | Chrome          |
| Document reviewed (scrolled through) | 2026-07-21 12:45:44 | 176.250.57.143 | Chrome          |
| Legally-binding consent confirmed    | 2026-07-21 12:45:52 | 176.250.57.143 | Chrome          |
| Document signed                      | 2026-07-21 12:45:52 | 176.250.57.143 | Chrome          |

Verify this certificate at <https://esign.fintrixor.co.uk/verify/01KY2BC4VG73ZXNFZXSPPWC3K7>