

**East Ayrshire Council**

Date 12/05/2026

London Road  
Kilmarnock  
KA37BU

Ref: 100040

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 client, who was placed in residential care at the institution(s) referenced below during the approximate period stated.

Approximate Dates of Placement:  
Woodlends School: 1990

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.

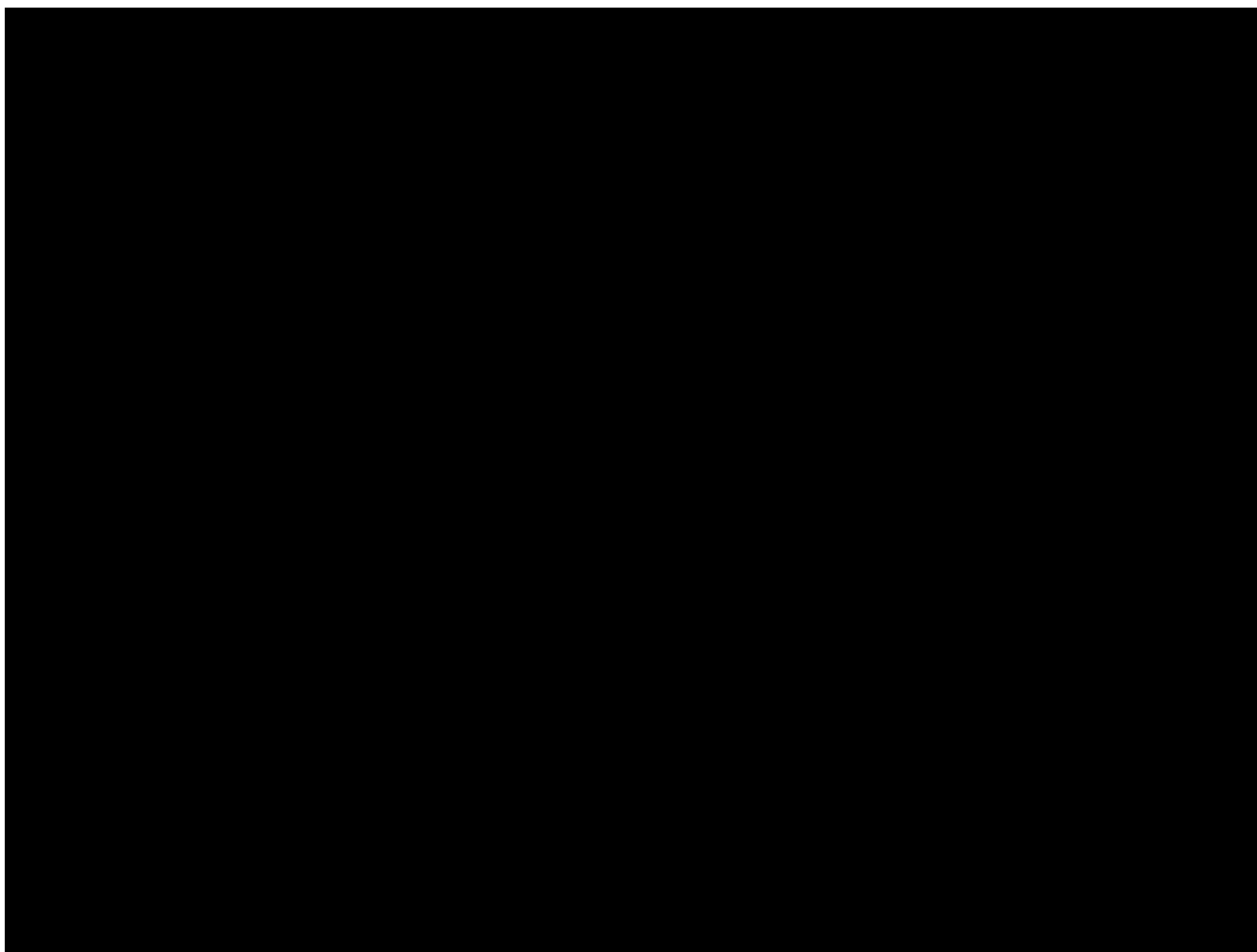
Yours faithfully,

Investigations Team

MMA Legal

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

T: 0161 563 0816

**DEED OF AUTHORITY & CONSENT**

<b>THIS DEED is made on the date of signature below by (the “Client”)</b>	
Full Name:	Michelle Copeland
Date of Birth:	21/09/1976
Previous Names (if any):	
Current Address:	44 Briery Court Kilbirnie KA25 6JD

Previous Addresses (relevant to care placements):	
CHI / NHS Number (if known):	

<b>IN FAVOUR OF (the “Representative”)</b>	
Firm Name:	MMA Legal
Address	43-59 Princes Street, Stockport
Postcode	SK1 1RY
Email	admin@mmalegalsolicitors.com
Telephone Number	0330 341 3679
CHI / NHS Number (if known):	

## **1. STATUS AND CONSTRUCTION**

- 1.1. This Deed is executed as a deed and constitutes valid written authority for the purposes of:
  - 1.1.1. UK GDPR
  - 1.1.2. Data Protection Act 2018
  - 1.1.3. Common law confidentiality
  - 1.1.4. Any related statutory, regulatory or supervisory framework
- 1.2. This Deed shall be interpreted purposively and broadly to give full effect to the Client’s intention that all personal data and Records relating to them be disclosed to the Representative, subject only to lawful statutory restriction.
- 1.3. This Deed is intended to provide clear and comprehensive authority for disclosure of the Client’s personal data.

## **2. APPOINTMENT**

- 2.1. The Client appoints the Representative to act fully on their behalf in connection with:
  - 2.1.1. An application to Redress Scotland;
  - 2.1.2. Any review, reconsideration or appeal;
  - 2.1.3. Evidence gathering and submission;

2.1.4. Any associated advisory, compensatory or restorative process.

2.2. Requests made by the Representative shall be treated as made personally by the Client.

### **3. SCOPE OF AUTHORITY**

3.1. This Authority applies to all public and private bodies including (without limitation):

3.1.1. Local Authorities and Councils

3.1.2. NHS Boards and GP Practices

3.1.3. Health & Social Care Partnerships

3.1.4. Integration Joint Boards

3.1.5. Religious bodies and orders

3.1.6. Residential and foster care providers

3.1.7. Education authorities and schools

3.1.8. Government departments

3.1.9. Archive services

3.1.10. Insurers holding historical liability files

3.1.11. Successor, merged or restructured public bodies

3.2. The Authority applies whether Records are:

3.2.1. Archived, microfiche, digitised or handwritten;

3.2.2. Stored off-site by contractors;

3.2.3. Held by dissolved or reconstituted institutions;

3.2.4. Transferred following statutory reorganisation.

3.3. The Client requests that records not be withheld solely on administrative grounds such as archival storage or institutional restructuring including, for example:

3.3.1. The institution has closed or restructured;

3.3.2. Records are archived or require manual retrieval;

3.3.3. Records are held by insurers or successor bodies;

3.3.4. Retrieval involves time or administrative burden.

### **4. SPECIAL CATEGORY DATA – EXPLICIT CONSENT**

4.1. For the purposes of Article 9 UK GDPR and Schedule 1 Data Protection Act 2018, the Client gives explicit consent to disclosure of all special category data including:

- 4.1.1. Physical and mental health records
- 4.1.2. Psychiatric and psychological reports
- 4.1.3. Therapy and counselling notes
- 4.1.4. CAMHS records
- 4.1.5. Social work and safeguarding files
- 4.1.6. Ethnicity or religious data where recorded

This includes all NHS and private medical providers.

This explicit consent may be withdrawn at any time by written notice.

## 5. **CRIMINAL OFFENCE DATA – EXPLICIT CONSENT**

5.1. For the purposes of Article 10 UK GDPR and Schedule 1 Data Protection Act 2018, the Client gives explicit consent to disclosure of:

- 5.1.1. Criminal offence data
- 5.1.2. Police investigation material
- 5.1.3. Child protection investigations
- 5.1.4. Statements and intelligence logs
- 5.1.5. Outcome decisions

including records held by:

- 5.1.6. Police Scotland
- 5.1.7. Any predecessor Scottish police force
- 5.1.8. Prosecuting authorities.

## 6. **THIRD-PARTY DATA AND REDACTION**

- 6.1. The existence of third-party data shall not justify refusal to disclose the Client's personal data.
- 6.2. Where necessary, redaction shall be limited strictly to third-party information.
- 6.3. Mixed data shall be disclosed in redacted form rather than withheld in entirety.

## 7. **PROPORTIONALITY AND REASONED DECISION-MAKING**

7.1. Any refusal, limitation or redaction must:

- 7.1.1. Identify the specific statutory exemption relied upon;

- 7.1.2. Explain how that exemption applies to the particular Record;
- 7.1.3. Confirm why partial disclosure is not possible;
- 7.1.4. Be communicated in writing.
- 7.2. Blanket refusal without statutory justification may not satisfy statutory obligations under applicable data protection legislation.
- 7.3. Any reliance upon “disproportionate effort” must provide written reasoning demonstrating why staged disclosure or redaction is not feasible.

## **8. VALIDITY AND FORMAL REQUIREMENTS**

- 8.1. This Deed remains valid for 24 months from execution unless withdrawn in writing.
- 8.2. Disclosure shall not be refused because:
  - 8.2.1. An internal template form has not been used;
  - 8.2.2. The Authority is considered “out of date” within internal policy;
  - 8.2.3. Additional consent is sought beyond reasonable identity verification.
- 8.3. Any organisation acting in good faith reliance upon this Deed shall be fully discharged in making disclosure.

## **9. REGULATORY AND STATUTORY RIGHTS**

In the event of non-compliance, refusal, or unreasonable delay in responding to a lawful request made under this Deed, the Client and/or the Representative reserve the right to pursue any statutory or regulatory remedies available under applicable law.

This may include raising concerns with the relevant supervisory authority or regulator where appropriate.


Nothing in this Deed limits the Client’s rights under the UK GDPR, the Data Protection Act 2018, or any other applicable statutory framework.

Withdrawal shall not invalidate disclosures already made in reliance upon this Deed.

## **EXECUTION AS A DEED**

Signed and delivered as a Deed by the Client:

Signature	<i>Michelle Copeland</i>
Print Name	Michelle Copeland
Date	Feb 20 2026 10:50 GMT

Witness	
Name	Ben Jacobs
Address	MMA Legal - Stok - SK1 1RY
Occupation	File Handler
Signature	<i>Ben Jacobs</i> 
Date	24.02.2026

# Certificate of Completion

## Summary

**Document ID:** 4AE803519-NNKRSY1X-1GAAYZVXW0WIBTEWTAIV8--LLOGSRT5V3G

**Document name:** MMA Claim Form 20% 2

**Sent by:** Billie Kurn <billie.tyrie@gmmb.uk>

**Organization:** MMA Legal Limited

**Sent on:** Feb 20, 2026 10:45:35 GMT

**Completed on:** Feb 20, 2026 11:09:40 GMT

**Sign order:** Sequential

**No. of documents:** 1

**Time zone:** Europe/London (GMTZ)

**Signers:** 2

**Receives a copy:** 0

**Approvers:** 0

**Witnesses:** 0

**Recipient reviewers:** 0

## Recipients



Michelle Copeland  
corijd1@hotmail.co.uk  
|+44-7831936433

**Signature**

*Michelle Copeland*

**Emailed on:** Feb 20, 2026 10:45:35 GMT

**Viewed on:** Feb 20, 2026 10:47:04 GMT

**Terms agreed on:** Feb 20, 2026 10:49:31 GMT

**Signed on:** Feb 20, 2026 10:50:19 GMT

**Sent via SMS on:** Feb 20, 2026 10:45:35 GMT

**Accessed from:** 90.213.25.53

**Device used:** Mobile

**Authentication type:** None



Matthew Bell  
matt.bell@mmalegal.co.uk

**Signature**

*Matthew Bell*

**Emailed on:** Feb 20, 2026 10:50:19 GMT

**Viewed on:** Feb 20, 2026 11:09:34 GMT

**Terms agreed on:** Feb 20, 2026 11:09:37 GMT

**Signed on:** Feb 20, 2026 11:09:40 GMT

**Accessed from:** 212.54.135.150

**Device used:** Web

**Authentication type:** None

# Legal Disclosure

## ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

Please read the following information carefully. By clicking the 'I agree' button, you agree that you have reviewed the following terms and conditions and consent to transact business electronically using Zoho Sign electronic signature system. If you do not agree to these terms, do not click the 'I agree' button.

### Electronic documents

Please note that MMA Legal Limited ("we", "us" or "Company") will send all documents electronically to you to the email address that you have given us during the course of the business relationship unless you tell us otherwise in accordance with the procedure explained herein. Once you sign a document electronically, we will send a PDF version of the document to you.

### Request for paper copies

You have the right to request paper copies of these documents sent to you electronically from [admin@mmalegalsolicitors.co.uk](mailto:admin@mmalegalsolicitors.co.uk). Alternatively, you also have the ability to download and print these documents sent to you electronically, and re-upload a scanned copy of the printed and physically signed documents. If you, however, wish to request paper copies of these documents sent to you electronically, you can write back to the sender.

### Withdrawing your consent

At any point in time during the course of our business relationship, you have the right to withdraw your consent to receive documents in electronic format. If you wish to withdraw your consent, you can decline to sign a document that we have sent to you and send an email to [admin@mmalegalsolicitors.co.uk](mailto:admin@mmalegalsolicitors.co.uk) informing us that you wish to receive documents only in paper format. Upon request from you, we will stop sending documents using Zoho Sign electronic signature system.

### To advise MMA Legal Limited of your new email address

If you need to change the email address that you use to receive notices and disclosures from us, write to us at [admin@mmalegalsolicitors.co.uk](mailto:admin@mmalegalsolicitors.co.uk)

### System requirements

Compatible with recent versions of popular browsers such as Chrome, Firefox, Safari, and Edge. Zoho Sign is also available on iOS and Android devices.

Michelle Copeland  
44 Briery Court  
Kilbirnie  
North Ayrshire  
KA25 6JD

Monday 26<sup>th</sup> January 2026

Dear Michelle,

I am writing to provide an update in respect of your application to Scotland's Redress Scheme. We can confirm we received your application on 19/01/2026. Your application reference number is: APP969834

Your application will be assigned to a designated case worker who will be responsible for working on your application and will be a point of contact throughout the process.

Please note that due to the high volumes of redress applications received, the time taken to have applications assigned to a case worker is taking longer than we would like. Whilst we cannot provide a timescale for how long it may take to have your application assigned to a case worker, it may be helpful to be aware that we are currently assigning applications that were received in February 2025.

We would like to reassure you that we are working hard to ensure your application will be assigned at the earliest opportunity. You can contact the team in the meantime if you wish to discuss your application. They are here to help and answer any questions you may have.

We have reviewed the documents provided to date and provide a summary of the further information required below:

In summary:

- Part 1 (further information)
- Certified ID – information sheet included
- Care records – information sheet included
- Supporting documentation
- Bank details



## **Support service**

We have a support service who can provide practical support with the application, emotional support through the process and support to access records. If you would like to access support from our support service, please contact us on the details below.

## **Further Information**

We are enclosing a copy of a flow chart providing information about the application process.

We provide some further information about the documentation required to progress your application below:

## **Part 1 Application**

In Part 1 of the application form there is some important information missing.

## **Serious Convictions**

You have not ticked any box in Section 8 regarding relevant serious convictions if you have a conviction for a serious criminal offence, either:

- A conviction for rape or murder
- Received a sentence of imprisonment of 5 years or more for a relevant violent or sexual offence

If you are unsure about whether an offence would be included as a relevant serious convictions please contact us.

## **Bank Statement**

In order to ensure any payment is only received by applicants we will require a bank statement to confirm your account. We do not need to see any transactions, simply your name, address, sort code and account number. If you have any questions regarding this please do not hesitate to contact me.

## **Certified ID**

This information is needed to confirm who you are.

You must do this by providing a certified copy of your identification documents.

I have attached an information sheet regarding the types of identification required by the scheme and how to get them certified.

## **Care Records**

For individually assessed payment applications, you need to provide one document to show you were in the care of each relevant care setting you mention in your application.

Please see page 22 of the “Help to Apply” guidance.

I enclose information sheet regarding the different ways to access care records.

## **Supporting Documents**

For individually assessed payment applications, you need to provide at least one document that supports your statement of abuse.

You can read more about documents you can use on page 33 of the “Help to Apply” guidance.

## **Further help and support**

If you have any questions about the contents of this letter, require additional copies of application forms, or require any further support concerning your application, please don't hesitate to get in contact with us.

## **Solicitor's fees**

You can choose to involve a solicitor to support you with your application to Scotland's Redress Scheme. You do not need to involve a solicitor to make an application. You can contact us directly using the details below.

Scotland's Redress Scheme can pay fixed fees directly to your solicitor. This is available to all applicants and is not means tested. You should check that your solicitor will work for the fees available. They should request payment directly from Scotland's Redress Scheme.

You or your solicitor can find out more information on available fees by contacting us using the details below, or by reading the statutory guidance on [gov.scot/redress](http://gov.scot/redress).

Even though the fees are paid by Scotland's Redress Scheme, your solicitor is independent. They will work for you and not for Scotland's Redress Scheme.

## **Telephone**

0808 175 0808 (freephone)

Lines are open Monday to Thursday from 10am to 4pm, excluding Scottish public holidays. There is an answering machine at other times, and if you leave a message we will get back to you as soon as we can.

**Email** : [apply@redress-scheme.scot](mailto:apply@redress-scheme.scot)

**Post** : Redress, PO Box 24209, EDINBURGH, EH7 9GT

You can also contact the **Redress Emotional Support Helpline** directly on 0800 211 8403 where you can leave a message and someone will get back to you as soon as possible.

Kind regards

Scotland's Redress Scheme

