

**NHS Greater Glasgow and Clyde**

Date 21/05/2026

Health Records Manager  
Nhs Greater Glasgow And Clyde  
Admin Building Level 2  
G120XH

Ref: 100292

Subject: Data Subject Access Request – Hospital / NHS Trust Records

Client Name: Mrs Diane Donald  
Client Reference: 100292  
Client Address: 27 St. Andrews Way , Clydebank , G81 1BP  
Date of Birth: 16/12/1983  
Also Known As:  
Name in Care:  
NHS Number (if known):  
Previous Addresses (if applicable):

Dear Sir/Madam,

We act on behalf of the above-named individual and submit this request under Article 15 of the UK General Data Protection Regulation and the Data Protection Act 2018.

**Scope of Request**

We request disclosure of all personal data held in relation to our client across all departments within your organisation.

This includes, but is not limited to:  
Accident & Emergency (A&E) records  
Inpatient and outpatient records  
Admission and discharge summaries  
Clinical notes and observations  
Safeguarding referrals and alerts  
Mental health liaison or crisis team involvement  
Diagnostic reports (including scans, imaging, and test results)

Correspondence with GPs, social services, or other agencies  
Referral records and outcomes  
Any incident or risk-related reports  
Any scanned or archived documentation

### **Multi-Department Search Requirement**

Please ensure this request is processed across all relevant departments and services, including any specialist units or legacy systems.

### **Historical Records**

Given the potential historical relevance, please include:  
Archived and off-site records  
Legacy systems and paper files  
Records held under predecessor organisations or merged Trusts

### **Enclosures**

We enclose:  
Signed authority  
Proof of identity  
Should you require any further information to process this request, please advise promptly.

### **Statutory Timeframe**

We expect a response within one calendar month. If an extension is required, please confirm in writing with justification.

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

If you do not hold relevant records, please confirm:  
Whether the individual attended your Trust  
Any known successor or alternative record-holding organisations

### **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.

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

## **DEED OF AUTHORITY & CONSENT**

<b>THIS DEED is made on the date of signature below by (the “Client”)</b>	
Full Name:	Diane Donald
Date of Birth:	16/12/1983
Previous Names (if any):	
Current Address:	27 St. Andrews Way Clydebank G81 1BP
Previous Addresses (relevant to care placements):	
CHI / NHS Number (if known):	

<b>IN FAVOUR OF (the “Representative”)</b>	
Firm Name:	MMA Legal
Address	SToK, 43-59 Princes Street, Stockport
Postcode	SK1 1RY
Email	evidence@mmalegal.co.uk
Telephone Number	0161 563 0816

### **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 recordedThis 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	
Print Name	Diane Donald
Date	13/03/2026

Witness	
Name	James Ryan
Address	SToK, 43-59 Princes Street, Stockport, SK1 1RY
Occupation	Case Handler
Signature	James Ryan
Date	13/03/2026

# Completion Certificate


Reference ID: 20bce7ba-a02a-4265-b8a7-f65727d97ad2

## Document Details

**Document Name(s):** part-1, part-3, cfa, loa, fee-clarity  
**Total Pages:** 4  
**Sent By:** James Ryan (195.21.72.3)  
**Completed Date:** Mar 13, 2026 12:24:02 UTC

## Signer Information

**Name:** Mrs Diane Donald  
**Email:** dianedonald83@gmail.com  
**Telephone:** 07393645082  
**IP Address:** 94.175.78.77



Verified Electronic Signature

## Audit Trail

Action	Timestamp	IP Address
Created	2026-03-13 12:21:25	System
Document link sent to client by email	2026-03-13 12:21:25	System
Document link sent to client by sms	2026-03-13 12:21:26	System
Document link opened by client	2026-03-13 12:21:50	74.125.208.43
Document electronically signed	2026-03-13 12:24:02	94.175.78.77

## Security Verification

SHA-256 Checksum: 3fe22227dba5ec24cf7236282b636e99072e124b4f72e843f5641a08b8d64244

*This document is a legally binding record of the e-signature process.*

Peter Barry  
Chief Officer  
Housing and Employability

West  
Dunbartonshire  
COUNCIL

Housing & Employability  
Council Offices  
16 Church Street  
Dumbarton  
G82 1QL

Date: 9 March 2026

Miss Diane Donald  
27 St Andrews Way  
Clydebank  
G81 1BP

Dear Miss Diane Donald

Rent Increase Notice - Ref no: 1031250001

Following the recent meeting of the Council on 4 March 2026, I hereby give notice (under the terms of Section 25(1) of the Housing (Scotland) Act 2001) that your rent will be increased from 6 April 2026 to:

Basic:	£157.76
Other Charges:	£0.00
<b>Total New Rent:</b>	<b>£157.76</b>

This equates to an increase of 6.7%, which was agreed following a consultation process open to all tenants.

If you pay by Direct Debit, your payments will be automatically adjusted to take account of the rent increase. If you pay by Standing Order, you must contact your bank to increase this to take account of the rent increase.


If you are in receipt of Universal Credit, in April you will receive a 'to-do' to confirm housing costs. Use the information in this letter to 'confirm your housing costs'. If you fail to tell the DWP about your rent increase, this will not be backdated and you will receive less money than you are due.

If you are in receipt of Housing Benefit, this will be adjusted automatically to take account of the rent increase.

If you continue to live at this address, you will be accepting the rent increase shown on this letter. Should you choose not to accept the rent increase, you have the right, under the above Act, to terminate your tenancy by giving West Dunbartonshire Council 4 weeks' notice.

Please telephone 01389 737788 or email [corporatedebtteam@west-dunbarton.gov.uk](mailto:corporatedebtteam@west-dunbarton.gov.uk) if you have any enquiries regarding this letter.

Yours sincerely



Peter Barry  
Chief Officer - Housing & Employability



## DRIVING LICENCE



06.01.2027

EUROPEAN UNION MODEL

1. DONALD
2. MISS DIANE MARY E
3. 16.12.1983 UNITED KINGDOM
- 4a. 22.12.2020 4c. DVLA
- 4b. 06.01.2027
5. DONAL862163DM9RU 27
7. 
8. 27 ST ANDREWS WAY, CLYDEBANK, G81 1BP
9. AM/B//k/q

