

**Glasgow Royal Infirmary**

84 Castle Street  
Glasgow  
G4 0SF

Date 21/04/2026

Ref: 100127

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

Client Name: Mrs Tracy Roberts

Client Reference: 100127

Client Address: 263 Curtis Avenue, Kingspark, G44 4nw

Date of Birth: 27/04/1971

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:	Tracy Roberts
Date of Birth:	27/4/1971
Previous Names (if any):	
Current Address:	263 Curtis Avenue Kingspark G44 4NW

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

IN FAVOUR OF (the “Representative”)	
Firm Name:	MMA Legal
Address	43-59 Princes Street, Stockport
Postcode	SK1 1RY
Email	admin@mmalegalsolicitors.co.uk
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>Tracy Roberts</i>
Print Name	Tracy Roberts
Date	Feb 16 2026 16:30 GMT

Witness	
Name	James Thompson
Address	MMA Legal Stok SK1 1RY
Occupation	File Handler
Signature	<i>James Thompson</i>
Date	16/2/2026

# Certificate of Completion

---

## Summary

**Document ID:** 4AE803519-VPRIVWZWAPXM\_BA5R18SYOVKVEW5EZ-J\_3SGITQSF8Y

**Document name:** REDRESS REDO

**Sent by:** James Thompson <james@gmmb.uk>

**Organization:** MMA Legal Limited

**Sent on:** Feb 16, 2026 16:28:19 GMT

**Completed on:** Feb 16, 2026 17:53:39 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



Tracy Roberts

tracyroberts769@yahoo.com

Signature

*Tracy Roberts*

**Emailed on:** Feb 16, 2026 16:28:20 GMT

**Viewed on:** Feb 16, 2026 16:30:08 GMT

**Terms agreed on:** Feb 16, 2026 16:30:12 GMT

**Signed on:** Feb 16, 2026 16:30:35 GMT

**Accessed from:** 90.207.83.144

**Device used:** Mobile

**Authentication type:** None



Matthew Bell

matt.bell@mmalegal.co.uk

Signature

*Matthew Bell*

**Emailed on:** Feb 16, 2026 16:30:35 GMT

**Viewed on:** Feb 16, 2026 17:53:26 GMT

**Terms agreed on:** Feb 16, 2026 17:53:31 GMT

**Signed on:** Feb 16, 2026 17:53:39 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. 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 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

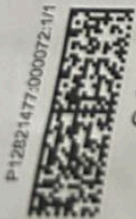
If you need to change the email address that you use to receive notices and disclosures from us, write to us at admin@mmalegalsolicitors.co.uk

### 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.

## Counter Fraud Services

Patient Claims Team  
Gyle Square  
1 South Gyle Crescent  
Edinburgh  
EH12 9EB



PRIVATE & CONFIDENTIAL  
Ms Tracy Roberts  
263 Curtis Ave  
Glasgow  
G44 4NW

30600A

Date: 07-JAN-2026  
Customer ID/Ref: 1721146

Email: nss.cfspct@nhs.uk  
Automated Telephone Payline: 0345 601 291

(Calls are recorded for  
and quality purposes)

## SURCHARGE NOTICE

Pay £278.52 or submit evidence of entitlement to exemption

