

Glasgow City Council

Date 19/08/2026

No address on record

Our Ref: DSAR-20260819-44297F

Client Ref: 101003

Subject: Data Subject Access Request under Article 15 UK GDPR and Section 45 DPA 2018 - Our Reference: 101003

Client Name: Miss Jacqueline Queen

Client Address: Flat 13, 53 Keal Avenue, Blairdardie, Glasgow, G15 6NY

Client Reference: 101003

Date of Birth: 28/05/1984

Name in Care:

Previous Address: 20 Beech Grove, Livingston, West Lothian, EH54 5JJ

Parents Names: Mother: Jacqueline Mcquade - Father: James Queen

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:

Bathgate Childrens Home: 1997-1999

Unknown: 1984-2002

St Marys Kenmure: 1990's

Unknown: 1984-2002

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. 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

T: +441618880834



71117 004134 0039 E 30700



J Queen
1/3
53 Keal Avenue
Glasgow
G15 6NY

Your last bill:

£41.99

✓ You paid £31.99

Thanks for your payments

A

HELLO

Here's your bill for July.

Bill date
13 Jul 2026

Account number
GB 3367 8778

Bill reference
M007 0B

This bill:

£144.49

This includes an
overdue balance

£10.00 Overdue b
Poy immed
see page 3
£134.49 New cha
Due 23 J



Letter of Authority

Authorisation to Act in Relation to Data Subject Access Requests

Full Name	Jacqueline Queen
Date of Birth	28/05/1984
Previous Names (if any)	McQuade
Current Address	Flat 13, 53 Keal Avenue Blairdardie Glasgow G15 6NY
Previous Address (relevant to care placements)	20 Beech Grove Livingston West Lothian EH545JJ
Mothers Name:	Jacqueline Mcquade
Fathers Name:	James Queen

Authorised Representative

Firm Name	INS Law
Address	Building B, 23 Goodlass Road, Speke, Liverpool, England, L24 9HJ
Email	evidence@inslaw.co.uk
Telephone	0161 888 0830
Matter Reference	101003

Dear Sir/Madam,

I, Jacqueline , 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.

Signature	<i>line A E Queen aka M</i>
Print Name	Jacqueline Queen
Date	20/07/2026

Certificate of Authenticity

Fintrixor — electronic signature record



Certificate ID	01KXZRCZP2Q689EKG6MQPKKZP5
Document ID	01KXZQJ0KNFDWYXP1HJ8D7SK79
SHA-256 Document Hash	e9e705b3615d0319248908a8639a9b9c3dc55a8325f81c55c5f92fa8fb350238
Recipient Name	Miss Jacqueline Queen
Recipient Email	jacquiq84@gmail.com
Signing Timestamp (UTC)	2026-07-20 12:35:47
IP Address	31.51.169.234
Browser	Chrome on Android

Signing Consent & Review

Document opened	2026-07-20 12:26:44 UTC
Document reviewed (scrolled through)	2026-07-20 12:31:09 UTC
Consent confirmed	2026-07-20 12:35:47 UTC from 31.51.169.234

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	2026-07-20 12:21:04	45.145.101.64	Unknown browser
Document sent to recipient	2026-07-20 12:22:14	45.145.101.64	Unknown browser
Document opened by recipient	2026-07-20 12:26:44	31.51.169.234	Chrome
Document opened by recipient	2026-07-20 12:28:11	31.51.169.234	Chrome
Document reviewed (scrolled through)	2026-07-20 12:31:09	31.51.169.234	Chrome
Legally-binding consent confirmed	2026-07-20 12:35:47	31.51.169.234	Chrome
Document signed	2026-07-20 12:35:47	31.51.169.234	Chrome

Verify this certificate at <https://esign.fintrixor.co.uk/verify/01KXZRCZP2Q689EKG6MQPKKZP5>