

Date 22/05/2026

**NHS Greater Glasgow and Clyde**

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

Ref: 100318

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

Client Name: Mr Paul Ryan Carroll  
Client Reference: 100318  
Client Address: 13 Maimhor Road, Seamill West Kilbride , KA23 9EE  
Date of Birth: 13/04/1984  
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:	Paul Ryan Carroll
Date of Birth:	13/04/1984
Previous Names (if any):	
Current Address:	13 Maimhor Road Seamill West Kilbride KA23 9EE
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**

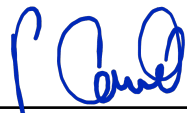
In the event of non-compliance, refusal, or unreasonable delay in responding to a lawful request made under this Deed, the Client and/or the Representative reserve the right to pursue any statutory or regulatory remedies available under applicable law.

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	Paul Ryan Carroll
Date	18/03/2026

Witness	
Name	Billie Tyrie
Address	SToK, 43-59 Princes Street, Stockport, SK1 1RY
Occupation	Case Handler
Signature	Billie Tyrie
Date	18/03/2026

# Completion Certificate

Reference ID: 98f1d9fe-eac7-485d-9a03-aa2d6c4ba111

## Document Details

**Document Name(s):** part-1, part-3, cfa, loa, fee-clarity  
**Total Pages:** 4  
**Sent By:** Billie Tyrie (85.255.234.37)  
**Completed Date:** Mar 18, 2026 12:12:09 UTC

## Signer Information

**Name:** Mr Paul Ryan Carroll  
**Email:** carrollpaul1984@gmail.com  
**Telephone:** 07355899638  
**IP Address:** 82.132.244.213



Verified Electronic Signature

## Audit Trail

Action	Timestamp	IP Address
Created	2026-03-18 12:10:29	System
Document link sent to client by email	2026-03-18 12:10:29	System
Document link sent to client by sms	2026-03-18 12:10:30	System
Document link opened by client	2026-03-18 12:10:34	74.125.208.45
Document electronically signed	2026-03-18 12:12:09	82.132.244.213

## Security Verification

SHA-256 Checksum: d0219b85aff7d6b216c41dba6f8e557c719274c71fc0ad2bd33d79a9be64c072

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



Mr PR Carroll  
13 MAIMHOR ROAD  
SEAMILL  
WEST KILBRIDE  
KA23 9EE

Irvine  
144 High Street  
KA12 8AH

Call us on: 03459 758758 (from UK)  
www.tsb.co.uk

Your branch: SALTCOATS (874309)  
Sort Code: 87-43-09  
Account Number: 80849560  
BIC: TSBGB2AXXX  
IBAN: GB42TSBS87430980849560

17/02/2026

### Spend & Save Account

Statement number: 190  
Effective from: 02 February 2026 to 17 February 2026

#### Your Account

Date of previous statement	01 February 2026
Balance on 02 February 2026	£843.30 OD
Money in	£2,854.69
Money out	£3,276.85
Balance on 17 February 2026	£1,265.46 OD

Arranged Overdraft limit £1,500.00

Fees, Interest and Charges	Quantity	Total
Debit interest	1	£27.03
Total fees	1	£27.03

#### Your Interest Rates

Balances of	AER*	Gross p.a.%	Net p.a.%
£1.00+	0.00	0.00	0.00

Amount of Arranged Overdraft and Interest Payable  
£0.00+ 2.84% per month (39.50% EAR\* variable)

Amount of Unarranged Overdraft and Interest Payable  
£0.00+ 2.84% per month (39.50% EAR\* variable)

\* EAR is the Equivalent Annual Rate. This is the actual annual interest rate of an Overdraft. It does not take into account other fees and charges. AER is the Annual Equivalent Rate and illustrates what the interest rate would be if interest was paid and compounded once each year. Gross is the contractual rate of interest payable before the deduction of income tax at the rate specified by law. Net is the rate of interest which would be payable after allowing for deduction of income tax at the specified rate.

We will give you at least 14 days notice before we take any Overdraft fees or interest out of your account. Interest rates and fees are detailed as at the date of this statement.

#### Fees Explained

Other services - These are fees for other services you have asked for. You can find more details in our Banking Charges guide or at [www.tsb.co.uk](http://www.tsb.co.uk). The monthly cap on unarranged overdraft charges for the Spend & Save Account account is £30. Further details can be found online at [tsb.co.uk/overdrafts](http://tsb.co.uk/overdrafts). Fees and interest rates may have changed during the period covered by this summary. For details please see your regular statements.

TSB Bank plc Registered Office: Henry Duncan House, 120 George Street, Edinburgh EH2 4LH. Registered in Scotland No. SC99237. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Registration No 192043). TSB Bank plc is covered by the Financial Services Compensation Scheme and the Financial Ombudsman Service. (Please note that due to the scheme's eligibility criteria not all TSB business customers will be covered by these schemes.)

### Useful information

#### Please keep your contact information up to date

To update your contact information please write to us at: TSB, PO Box 453, Mitcheldean, GL14 9LR or visit any TSB branch. Some of the information may not apply to you depending on your account type.

- Contact us immediately if you think your Cards, PINs or Cheque books have been lost or stolen
- Cards or PINs: please call us on 0800 015 0030 or +44 (0) 2074 812567 if you're outside the UK
- Cheque book: please call us on the telephone number on the front of your statement.

#### We have a range of tools and features to help you manage your money and stay in control

- Internet Banking: go to [tsb.co.uk/registerquick](http://tsb.co.uk/registerquick)
- Mobile App: download the app on the App store or Google Play and sign up once you've registered for Internet Banking
- Telephone Banking: call the number at the top of the statement (available 24/7). For your everyday banking needs you can use our fast automated service any time and when you need to speak to us we have a dedicated team of advisors available between 9am and 5pm, between 9am and 5pm our advisors are dedicated to helping customers who need to speak to us in our mobile number, we'll automatically set you up with a fast advice line you're using an unarranged overdraft. To find out more or to sign up to our other handy text pages, visit [tsb.co.uk/help/mobile-banking/text-alerts/](http://tsb.co.uk/help/mobile-banking/text-alerts/)

#### Is your current account (and any overdraft) still

- There may be other options that are more suited to your needs
- To find out more about other TSB products visit [tsb.co.uk](http://tsb.co.uk) or pop in to one of our branches.
- Remember you can find out how much your current account costs you each year by looking at the Statement of Fees which we send you annually

If you're thinking about switching your TSB account to another provider, the Current Account Switch Service is free to use and makes it easy to switch your account to your new bank. Your switch is also facilitated by the Current Account Switch Guarantee. Find out more about the Current Account Switch Service at [tsb.co.uk/current-accounts/switching-bank-accounts/](http://tsb.co.uk/current-accounts/switching-bank-accounts/)

Independent service quality survey results



