

NHS Greater Glasgow and Clyde

Date 11/05/2026

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

Ref: 100305

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

Client Name: Miss Carol Avery
Client Reference: 100305
Client Address: 14/3 71 Glenavon Road, GLASGOW, G20 0HR
Date of Birth: 08/06/1972
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. 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

T: 0161 563 0816

DEED OF AUTHORITY & CONSENT

THIS DEED is made on the date of signature below by (the “Client”)	
Full Name:	Carol Avery
Date of Birth:	08/06/1972
Previous Names (if any):	
Current Address:	14/3 71 Glenavon Road GLASGOW G20 0HR
Previous Addresses (relevant to care placements):	
CHI / NHS Number (if known):	

IN FAVOUR OF (the “Representative”)	
Firm Name:	
Address	
Postcode	
Email	
Telephone Number	

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

MMA Legal Limited, a company registered in England and Wales (registered number: 13900519) is authorised and regulated by the Solicitors Regulation Authority. Access the SRA’s rules at

<http://www.sra.org.uk/solicitors/handbook/welcome.page>

SRA Number: 8000579

- 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	Carol Avery
Date	16/03/2026

Witness	
Name	Ben Jacobs
Address	
Occupation	Case Handler
Signature	Ben Jacobs
Date	16/03/2026

Completion Certificate

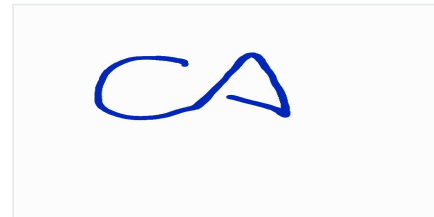
Reference ID: 00c7eb75-37e9-4e84-b7df-3eb0004e7d43

Document Details

Document Name(s): part-1, part-3, cfa, loa, fee-clarity
Total Pages: 4
Sent By: Ben Jacobs (155.133.17.88)
Completed Date: Mar 16, 2026 15:31:49 UTC

Signer Information

Name: Miss Carol Avery
Email: femaleboss72@icloud.com
Telephone: 07392619558
IP Address: 143.58.221.126



Verified Electronic Signature

Audit Trail

Action	Timestamp	IP Address
Created	2026-03-16 15:28:57	System
Document link sent to client by email	2026-03-16 15:28:57	System
Document link sent to client by sms	2026-03-16 15:28:58	System
Document link opened by client	2026-03-16 15:29:14	143.58.221.126
Document electronically signed	2026-03-16 15:31:46	143.58.221.126

Security Verification

SHA-256 Checksum: 708165e8603c2e09f96451a4ed22ee4c10e62ef6040931d25569d189f7f98717

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



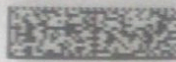
Social Security
Tearainteachd S

01529/49412

Carol Avery
14/3
71 GLENAVON ROAD
GLASGOW
Scotland
G20 0HR



30700



Adult Disability Payment
PO Box 27178
GLASGOW
G4 7ED

Freephone: 0800 182 2222
mygov.scot/benefits

13 February 2026

Dear Carol,

Payment Increase

We're getting in touch to let you know that your payment will be increasing because of the annual increase in Adult Disability Payment.

Your weekly daily living component rate has changed because of the annual increase in Adult Disability Payment. Your new weekly payment will be:

- Standard rate daily living component will increase from £73.90 to £77.90

Your increased award will start from 6 April 2026

Your weekly mobility component rate has changed because of the annual increase in Adult Disability Payment. Your new weekly payment will be:

- Standard rate weekly mobility component will increase from £29.00 to £31.00

Your increased award will start from 6 April 2026

Your Adult Disability Payment will continue to be paid to you every 4 weeks. Your weekly payment amount will remain the same.

If you need to contact us

You can call us free on 0800 182 2222 if you want to get in touch. If you call us during our opening hours, we'll be able to help you quicker if you know your National Insurance number. Our opening hours are Monday to Friday, 8am to 5pm.



Carol Avery
6337 4024 3236 2111

Valid to - 25 MAR 2028

ITSO 633597 0273 2853 8111

altirecard