

Date 22/04/2026

NHS Highland

Assynt House
Beechwood Business Park
Inverness
IV23BW

Ref: 100188

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

Client Name: Ms Jean Georgina Mclennon Morley
Client Reference: 100188
Client Address: 11 Church Street, Turriff, AB53 4AL
Date of Birth: 23/11/1952
Also Known As: Jean Georgina Mclennon Mclean
Name in Care: Jean Georgina Mclennon Mclean
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:	Jean Georgina Mclennon Morley
Date of Birth:	23/11/1952
Previous Names (if any):	
Current Address:	11 Church Street Turriff AB53 4AL

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	
Print Name	Jean Georgina Mclennon Morley
Date	Feb 18 2026 16:33 GMT

Witness	
Name	Elliot Logan
Address	MMA Legal - Stok - SK1 1RY
Occupation	File Handler
Signature	
Date	18.02.2026

Certificate of Completion

Summary

Document ID: 4AE803519-FB-NFENDH3ZQNSSBWHVR6TM6Y9M1CLRBKXO0QZVTPY

Document name: REDRESS REDO

Sent by: Elliot Logan <elliott@gmmb.uk>

Organization: MMA Legal Limited

Sent on: Feb 16, 2026 16:50:01 GMT

Completed on: Feb 18, 2026 21:41:37 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



Jean Georgina Morley
jeangmorley@gmail.com
|+44-7864804613

Signature



Emailed on: Feb 16, 2026 16:50:01 GMT

Viewed on: Feb 17, 2026 19:43:49 GMT

Terms agreed on: Feb 18, 2026 16:32:25 GMT

Signed on: Feb 18, 2026 16:33:06 GMT

Sent via SMS on: Feb 16, 2026 16:50:01 GMT

Accessed from: 86.159.225.28

Device used: Mobile

Authentication type: None



Matthew Bell
matt.bell@mmalegal.co.uk

Signature



Emailed on: Feb 18, 2026 16:33:06 GMT

Viewed on: Feb 18, 2026 21:41:27 GMT

Terms agreed on: Feb 18, 2026 21:41:31 GMT

Signed on: Feb 18, 2026 21:41:37 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.

Aberdeenshire
COUNCIL



Jean Morley
6337 2700 7664 5102

ITSO

633597 0130 6267 7109

mygovscot

Jean Morley
11 Church Street
Turriff
Aberdeenshire
AB53 4AL

21/01/2026

Dear Jean,

I am writing to confirm that we have received your application for Scotland's Redress Scheme. Your application reference number is: APP359303

Your application will be assigned to a designated case worker who will be responsible for working on your application and will be a point of contact throughout the process.

Please note that due to the high volumes of redress applications received, the time taken to have applications assigned to a case worker is taking longer than we would like.

We would like to reassure you that we are working hard to ensure your application will be assigned at the earliest opportunity. You can continue to provide further information to the scheme in order to progress your application. You can also contact the team if you wish to discuss your application. They are here to help and answer any questions you may have.

We have reviewed the documents provided to date, and provide a summary of the further information required below.

In summary:

- Part 1 (Details of your Nominated Beneficiary)
- Certified ID – information sheet included
- Care records – information sheet included
- Supporting documentation
- Bank details

Support service

We have a support service who can provide practical support with the application, emotional support through the process and support to access records. If you would



like to access support from our support service, please contact us on the details below.

Further Information

We are enclosing a copy of the Summary of Options guidance, and a flow chart providing information about the application process, which we send to all applicants.

We provide some further information about the documentation required to progress your application below:

Part 1 Application

In Part 1 of the application form there is some important information missing:

1. Please provide details of your Nominated Beneficiary
2. Terminal Illness

You have provided some information under section 4 of the application regarding terminal illness. **Please could you contact us immediately to confirm your health status in order that we can prioritise your application appropriately.**

If you have a terminal illness, Scotland's Redress Scheme will prioritise your application. You can choose to provide evidence of your illness using a copy of your DS1500 or BASRiS document. Please do not send the original.

If you do not have a DS1500 or BASRiS form, you can provide:

- a medical reference number
- the details of a health practitioner who can confirm your diagnosis

Please see page 15 of the "Help to Apply" guidance.

Bank Statement

You have not provided your bank details. In order to ensure any payment is only received by applicants we will require a bank statement to confirm your account. We do not need to see any transactions, simply your name, address, sort code and account number. If you have any questions regarding this please do not hesitate to contact me.

Certified ID

You have provided a copy of your ID card and a Letter, which are appropriate identification documents, however the scheme requires this to be dated and certified. Please see attached information sheet on how to confirm your identity.

Care Records

For individually assessed payment applications, you need to provide one document to show you were in the care of each relevant care setting you mention in your application.

Please see page 22 of the “Help to Apply” guidance.

I enclose information sheet regarding the different ways to access care records.

Supporting Documents

For individually assessed payment applications, you need to provide at least one document that supports your statement of abuse.

You can read more about documents you can use on page 33 of the “Help to Apply” guidance.

Further help and support

If you have any questions about the contents of this letter, require additional copies of application forms, or require any further support concerning your application, please don't hesitate to get in contact with us.

Solicitor's fees

You can choose to involve a solicitor to support you with your application to Scotland's Redress Scheme. You do not need to involve a solicitor to make an application. You can contact us directly using the details below.

Scotland's Redress Scheme can pay fixed fees directly to your solicitor. This is available to all applicants and is not means tested. You should check that your solicitor will work for the fees available. They should request payment directly from Scotland's Redress Scheme.

You or your solicitor can find out more information on available fees by contacting us using the details below, or by reading the statutory guidance on gov.scot/redress.

Even though the fees are paid by Scotland's Redress Scheme, your solicitor is independent. They will work for you and not for Scotland's Redress Scheme.

Telephone: 0808 175 0808 (freephone)

Lines are open Monday to Thursday from 10am to 4pm, excluding Scottish public holidays. There is an answering machine at other times, and if you leave a message we will get back to you as soon as we can.

Email : apply@redress-scheme.scot

Post : Redress, PO Box 24209, EDINBURGH, EH7 9GT

You can also contact the **Redress Emotional Support Helpline** directly on 0800 211 8403 where you can leave a message and someone will get back to you as soon as possible.

Kind regards,

Scotland's Redress Scheme