

Clackmannanshire Council

Date 20/08/2026

Data Protection Officer
Clackmannanshire Council
Kilncraigs,
Alloa
FK101EB

Our Ref: DSAR-20260820-92D745
Client Ref: 101248

Subject: Data Subject Access Request under Article 15 UK GDPR and Section 45 DPA 2018 - Our
Reference: 101248

Client Name: Ms Pauline Thomson Crombie
Client Address: 7 Denfield Place, Kirkcaldy, Scotland, KY1 2BG
Client Reference: 101248
Date of Birth: 04/09/1965
Name in Care: Pauline Thomson
Previous Address: 21 Dunsire Street, Kirkcaldy KY1 3LF, Scotland, KY1 3LF
Parents Names: Mother: Jean Able (Thomson) - Father: James Thomson

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:
Dr Guthrie's School for Girls: 1979-1980
St Olave's School: 1970

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

UK DRIVING LICENCE



14.06.2029

JUN29

1. CROMBIE
2. MRS PAULINE

3. 04.09.1965 SCOTLAND
4a. 06.04.2026 4c. DVLA
4b. 14.06.2029

5. CROMB659045P99EF 53

7.

Pauline Crombie

8. 7 DENFIELD PLACE, KIRKCALDY, KY1 2BG

9. AM/A/B1/B/C1/D1/BE/C1E/D1E//k/l/n/p/q





Letter of Authority

Autorisation to Act in Relation to Data Subject Access Requests

Full Name	Pauline Thomson Crombie
Date of Birth	04/09/1965
Previous Names (if any)	Pauline Thomson
Current Address	7 Denfield Place Kirkcaldy Scotland KY1 2BG
Previous Address (relevant to care placements)	21 Dunsire Street Kirkcaldy Ky1 3lf Scotland KY13LF
Mothers Name:	Jean Able (Thomson)
Fathers Name:	James Thomson

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	101248

Dear Sir/Madam,

I, Pauline Thomson, 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>Pauline Crombie</i>
Print Name	Pauline Thomson Crombie
Date	30/07/2026

Certificate of Authenticity

Fintrixor — electronic signature record



Certificate ID	01KYSCAPV5MHRQ9MC1T2C3KY2X
Document ID	01KYSBMKEMH91KDN5KC1A3G8Y4
SHA-256 Document Hash	dc902f86e9b0a79be928529eec45efac5f5755a811a7e8189fcaeebffa02e54c1
Recipient Name	Ms Pauline Thomson Crombie
Recipient Email	pauline.06@hotmail.com
Signing Timestamp (UTC)	2026-07-30 11:25:05
IP Address	86.168.130.9
Browser	Safari on iOS

Signing Consent & Review

Document opened	2026-07-30 11:18:43 UTC
Document reviewed (scrolled through)	2026-07-30 11:24:59 UTC
Consent confirmed	2026-07-30 11:25:05 UTC from 86.168.130.9

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	2026-07-30 11:13:01	45.145.101.64	Unknown browser
Document sent to recipient	2026-07-30 11:13:14	45.145.101.64	Unknown browser
Document opened by recipient	2026-07-30 11:18:43	86.168.130.9	Safari
Document reviewed (scrolled through)	2026-07-30 11:24:59	86.168.130.9	Safari
Legally-binding consent confirmed	2026-07-30 11:25:05	86.168.130.9	Safari
Document signed	2026-07-30 11:25:05	86.168.130.9	Safari

Verify this certificate at <https://esign.fintrixor.co.uk/verify/01KYSCAPV5MHRQ9MC1T2C3KY2X>