

NHS Dumfries and Galloway

Date 23/06/2026

Mountainhall Treatment Centre
Bankend Road
Dumfries
DG14AP

Our Ref: DSAR-20260623-9BD681

Client Ref: 100260

Subject: Data Subject Access Request – Hospital / NHS Trust Records - Our Reference:100260

Client Name: Mr Glenn Hines

Client Reference: 100260

Client Address: 21 Pringle Court, Moffat, DG10 9DD

Date of Birth: 17/01/1963

Name in Care:

Previous Address:

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 GDPR and the Data Protection Act 2018.

Please provide copies of personal data held by your organisation which is relevant to our client's history of abuse, care records, patient records and/or historical trauma arising from their time in care.

In particular, please search for and disclose records relating to:

childhood or historic abuse, neglect, safeguarding, care history or time spent in care;
mental health, psychiatric, psychological or trauma-related treatment;
PTSD, anxiety, depression, distress, crisis presentations or self-harm;
suicide attempts, suicidal ideation or overdoses;
substance misuse, addiction, alcohol or drug dependency;

injuries, physical symptoms or medical conditions potentially linked to abuse or trauma; referrals, assessments, discharge summaries, care plans, risk assessments and correspondence with GPs, social work, police, care providers or other agencies.

Please include relevant records from A&E, inpatient and outpatient services, mental health services, crisis teams, safeguarding teams, archived systems, paper files, scanned records and any legacy or predecessor organisation records.

We are not seeking routine or unrelated medical records unless they are relevant to the matters above.

We enclose signed authority and proof of identity.

If you do not hold relevant records, please confirm whether the individual attended your organisation and identify any known successor or alternative record-holding organisation.

Please respond within one calendar month. We only accept service of documents by email to: evidence@mmalegal.co.uk. If this is not possible, please notify us by email as soon as possible.

Yours faithfully,

Investigations Team

MMA Legal

E: evidence@mmalegal.co.uk

T: 0161 570 0550

DEED OF AUTHORITY & CONSENT

THIS DEED is made on the date of signature below by (the “Client”)	
Full Name:	Glenn Hines
Date of Birth:	17 Jan 1963
Previous Names (if any):	
Current Address:	21 Pringle Court Moffat DG10 9DD
Previous Addresses (relevant to care placements):	
CHI / NHS Number (if known):	

IN FAVOUR OF (the “Representative”)	
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	Glenn Hines
Date	10/03/2026

Witness	
Name	Billie Tyrie
Address	SToK, 43-59 Princes Street, Stockport, SK1 1RY
Occupation	Case Handler
Signature	Billie Tyrie
Date	10/03/2026

Completion Certificate

Reference ID: 479ea176-1d1f-4c35-b610-876e2d3874d0

Document Details

Document Name(s): part-1, part-3, cfa, loa, fee-clarity
Total Pages: 4
Sent By: Billie Tyrie (195.21.72.3)
Completed Date: Mar 10, 2026 11:59:11 UTC

Signer Information

Name: Mr Glenn Hines
Email: glenhines1967@gmail.com
Telephone: 07823334385
IP Address: 92.40.195.62



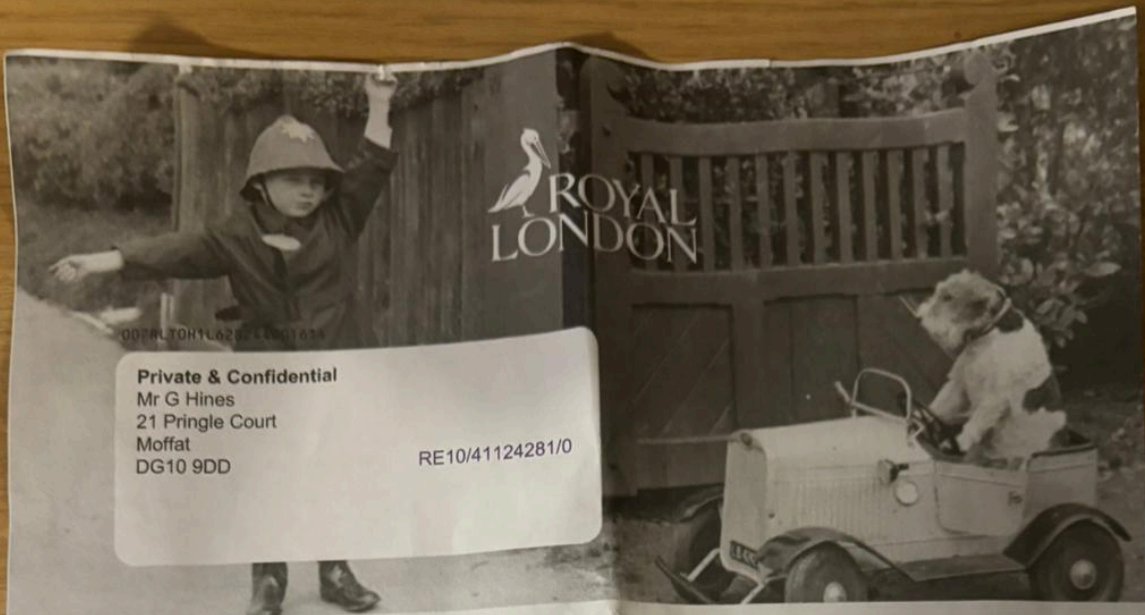
Verified Electronic Signature

Audit Trail

Action	Timestamp	IP Address
Created	2026-03-10 11:57:06	System
Document link sent to client by email	2026-03-10 11:57:06	System
Document link sent to client by sms	2026-03-10 11:57:07	System
Document link opened by client	2026-03-10 11:58:51	92.40.195.62
Document electronically signed	2026-03-10 11:59:11	92.40.195.62

Security Verification

SHA-256 Checksum: 70d39cd38a45e5178988a63e8452df85b965adcb5e4e6e7841771f17799cca43



Private & Confidential
Mr G Hines
21 Pringle Court
Moffat
DG10 9DD

RE10/41124281/0

MR HINES ARE YOU ON TRACK?

We're counting down to your retirement, are you?
1 year. 11 months. 26 days.*

Your plan number: 5635147
21 January 2026

When the time comes, you'll find plenty of freedom and choice over what you can do with your retirement savings.

To help you get ready, we want to make sure you understand exactly what your options are - and how they look for you.

Talk to an adviser

Once you've read through this pack, it's a good idea to talk to a financial adviser so you can make a plan for your retirement.

They'll be able to look at your personal circumstances and help you find a retirement solution that suits your individual needs.

You can find an adviser in your area by visiting unbiased.co.uk.

What you need to do

You need to make sure:

- ☒ Your retirement age is right for you.
- ☒ You understand your retirement options and have clear goals in mind.
- ☒ You're happy with where your savings are invested.

What you'll find inside

Through these pages, we'll give you a clear understanding of what you've saved, what your options look like and what you could be doing now to set yourself up for a successful future.

So when you're ready, let's get started.

RL Basham-Jones

Richard Basham-Jones
Customer Experience Director

RLT0H_1_L628244_2001260016149975101121

* We're expecting you to access your retirement savings on your 65th birthday.