

Date 05/05/2026

Inverclyde CHCP

98 Dalrymple Street
Greenock
Greenock
PA151BZ

Ref: 100070

Subject: Data Subject Access Request – Mental Health Records

Client Name:

100070

Address:

Date of Birth:

Also Known As:

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 within your mental health services, across all systems and formats.

This includes, but is not limited to:

- Full mental health records and care files
- Psychological and psychiatric assessments
- Therapy and counselling records, including session notes
- Clinical notes and free-text entries
- Risk assessments and safeguarding records
- Care plans and treatment plans
- Correspondence between clinicians and external agencies
- Referral records and outcomes
- Crisis team or liaison team involvement

Any records of disclosures made by the patient
Any scanned documents, attachments, or archived materials

Format Requirement

We require a complete record disclosure, including detailed clinical and therapy notes.
Please do not provide a summary or abbreviated extract in place of the full record.

Historical Records

Please ensure searches include:

Archived and legacy systems

Paper and scanned records

Records held under previous service structures or successor organisations

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 was known to your service

Details of any alternative or successor service providers

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,

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:	Steven Capaldi
Date of Birth:	22 November 1968
Previous Names (if any):	
Current Address:	3/2 175, University Avenue Glasgow Glasgow City Council G12 8PW
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

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	Steven Capaldi
Date	04/03/2026

Witness	
Name	Billie Tyrie
Address	SToK, 43-59 Princes Street, Stockport, SK1 1RY
Occupation	Case Handler
Signature	Billie Tyrie
Date	04/03/2026

Completion Certificate

Reference ID: afa249be-e17e-4f72-a6df-2877014f6fd9

Document Details

Document Name(s): part-1, part-3, cfa, loa, fee-clarity
Total Pages: 4
Sent By: Billie Tyrie (148.252.129.218)
Completed Date: Mar 04, 2026 12:24:50 UTC

Signer Information

Name: Steven Capaldi
Email: scapaldi1968@gmail.com
Telephone: 07454005469
IP Address: 92.40.180.205



Verified Electronic Signature

Audit Trail

Action	Timestamp	IP Address
Created	2026-03-04 12:22:20	System
Document link sent to client by email	2026-03-04 12:22:20	System
Document link sent to client by sms	2026-03-04 12:22:20	System
Document link opened by client	2026-03-04 12:22:28	74.125.208.44
Document electronically signed	2026-03-04 12:24:50	92.40.180.205

Security Verification

SHA-256 Checksum: 14264107a50f8a7eaf2fa7b4ba1f4bbe5f4dc4c107Fccb539355ee9e8b882ccd

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

Steven Capaldi
3/2 175, University Avenue
Glasgow
Glasgow City Council
G12 8PW

02/02/2026

Dear Steven,

I am writing to confirm that we have received your application for Scotland's Redress Scheme. Your application reference number is: APP534803

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. Whilst we cannot provide a timescale for how long it may take to have your application assigned to a case worker, it may be helpful to be aware that we are currently assigning applications that were received in February 2025.

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 needed)
- 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. Please provide: Details of your nominated beneficiary.

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 Passport, which is an appropriate identification document, however the scheme requires this to be certified. Please see enclosed/attached information sheet on how to certify documents.

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