

Glasgow City Council

Date 29/07/2026

No address on record

Our Ref: DSAR-20260729-B9E797

Client Ref: 100989

Subject: Data Subject Access Request under Article 15 UK GDPR and Section 45 DPA 2018 - Our Reference: 100989

Client Name: Mr Rafael Viola

Client Address: 101 Bradestone Rd, Nuneaton, CV11 4QS

Client Reference: 100989

Date of Birth: 21/07/1959

Name in Care: N/A

Previous Address: 100 Ruchill St, Glasgow, G20 9QT

Parents Names: Mother: Maria Viola - Father: Alexander Viola

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:

Glasgow City Council: 1963-1968

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



Letter of Authority

Authorisation to Act in Relation to Data Subject Access Requests

Full Name	Rafael Viola
Date of Birth	21/07/1959
Previous Names (if any)	N/A
Current Address	101 Bradestone Rd Nuneaton CV11 4QS
Previous Address (relevant to care placements)	100 Ruchill St Glasgow G209QT
Mothers Name:	Maria Viola
Fathers Name:	Alexander Viola

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	100989

Dear Sir/Madam,

I, Rafael Viola , 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>Rafael viola</i>
Print Name	Rafael Viola
Date	29/06/2026

Certificate of Authenticity

Fintrixor — electronic signature record



Certificate ID	01KWA996XCVKZGPSTG1FXX25BA
Document ID	01KWA11F9PAZDJ9DQDFMN66F7F
SHA-256 Document Hash	6ddc06afdc1607b7818fe76eb6a61b747d0bb87c0e7fb32c0b31b0f251afd137
Recipient Name	Mr Rafael Viola
Recipient Email	violarafael1@gmail.com
Signing Timestamp (UTC)	2026-06-29 18:11:50
IP Address	217.39.237.148
Browser	Safari on iOS

Signing Consent & Review

Document opened	2026-06-29 15:48:22 UTC
Document reviewed (scrolled through)	2026-06-29 15:55:51 UTC
Consent confirmed	2026-06-29 18:11:50 UTC from 217.39.237.148

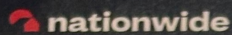
Statement confirmed: "I confirm that my electronic signature is legally binding and has the same legal effect as a handwritten signature."

Audit Trail

Event	Timestamp (UTC)	IP Address	Browser
Document created	2026-06-29 15:47:49	45.145.101.64	Unknown browser
Document sent to recipient	2026-06-29 15:47:55	45.145.101.64	Unknown browser
Document opened by recipient	2026-06-29 15:48:22	86.152.149.95	Safari
Document reviewed (scrolled through)	2026-06-29 15:55:51	86.152.149.95	Safari
Document opened by recipient	2026-06-29 17:50:03	86.152.149.95	Safari
Document opened by recipient	2026-06-29 17:50:03	86.152.149.95	Safari
Document opened by recipient	2026-06-29 17:50:26	86.152.149.95	Safari
Document opened by recipient	2026-06-29 17:50:47	86.152.149.95	Safari
Document opened by recipient	2026-06-29 17:53:58	86.152.149.95	Safari
Document opened by recipient	2026-06-29 17:55:02	86.152.149.95	Safari
Document opened by recipient	2026-06-29 17:55:45	86.152.149.95	Safari
Document opened by recipient	2026-06-29 17:55:45	86.152.149.95	Safari

Document opened by recipient	2026-06-29 17:56:28	86.152.149.95	Safari
Document opened by recipient	2026-06-29 17:56:29	86.152.149.95	Safari
Document opened by recipient	2026-06-29 18:00:44	86.152.149.95	Safari
Document opened by recipient	2026-06-29 18:00:44	86.152.149.95	Safari
Document opened by recipient	2026-06-29 18:02:02	217.39.237.148	Safari
Document opened by recipient	2026-06-29 18:08:55	217.39.237.148	Safari
Document opened by recipient	2026-06-29 18:10:17	217.39.237.148	Safari
Document opened by recipient	2026-06-29 18:10:24	217.39.237.148	Safari
Legally-binding consent confirmed	2026-06-29 18:11:50	217.39.237.148	Safari
Document signed	2026-06-29 18:11:50	217.39.237.148	Safari

Verify this certificate at <https://esign.fintrixor.co.uk/verify/01KWA996XCVKZGPSTG1FXX25BA>



Savings

Nationwide Building Society
Nationwide House
Pipers Way
Swindon SN38 1NW

6597 C:\WDT\26060701-04-007662-L-WSL-08-23001-Apr25-1

MR R VIOLA
101 Bradestone Road
NUNEATON
CV11 4QS



Withdrawal limit

The maximum amount
you can take out of a cash
machine each day is
£500

Your replacement card is here

Dear MR R VIOLA,

Here's your new Savings card. Your card should end in 2308.
Please check that's right and that the name on the card is correct. Once you've done
this, sign the back and you're good to go.

This card will work with your existing PIN.

Need to speak to us?

You'll find our Card Helpline number on the back of your card, or pop into your local
branch. We'll be happy to help.

Thank you,
Your Nationwide Team

Find out about changes to your savings rates

SavingsWatch is our way
of letting you know if we
change your savings rate.

To find out more and
register, visit
[nationwide.co.uk/
savingswatch](http://nationwide.co.uk/savingswatch)

Your new card has some extra features

One raised dot:
These are to help you feel or see that it's your savings card.
Our other types of cards have different numbers of dots,
so it's easy to tell the difference.

A notch:
This makes it easier to know which end of the card is which.
Have the end with the notch and put the other end in a cash
machine or card reader.



Nationwide Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct
Authority and the Prudential Regulation Authority under registration number 106078.

Nationwide Building Society. Head Office: Nationwide House, Pipers Way, Swindon, Wiltshire, SN38 1NW.

RS001-Apr25

NRBS01-Mar2