

Date 02/06/2026

SCRA

Scra

Ochil House

Springkerse Business Park

Stirling

FK77XE

Ref: 100162

Subject: Data Subject Access Request under Article 15 UK GDPR and Section 45 DPA 2018

Client Name: Mr Andrew Fisher

Client Reference: 100162

Client Address: 5A , Monks Knowe, Lesmahagow, ML11 0BJ

Date of Birth: 12/07/1976

Also Known As:

Name in Care:

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:

Wood Dean Home in Blantyre: 1988

Bellshill Children's Assessment Centre: 1989

Cardross, Dunbartonshire: 1990

Craiginchies Prison: 1992-1992

Longriggend Detention Centre, Airdrie: 1993

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,

Investigations Team

MMA Legal

E: evidence@mmalegal.co.uk

T: 0161 563 0816



Direct Line

CUSTOMER SERVICE
0345 301 2906

POSTAL REGULATORY AUTHORITY

Mr Andrew Fisher
5a Monks Knowe
Lanark
Lanarkshire
ML11 0BJ



9 April 2026

Dear Mr Fisher

Your Direct Line for Business Policy No: 703118154

We're just getting in touch following our recent letter. Unfortunately, the outstanding payment of £24.30 has not been received.

What To Do Now

Please contact us within 7 days in order to make payment. Please have your credit/debit card available

Important

This may not be applicable to your situation, but we have signed up to The Standards of Lending Practice, so we want to let you know that if you're having financial problems, you can contact the Money Advice Service, the National Debt line, Civil Legal Advice or the Citizens Advice Bureau for support.

Yours Sincerely

Direct Line

Contact us

Telephone: 0345 303 1760
8am-6pm Monday-Friday, 9am-3pm Saturday, Closed Sunday

Direct Line Insurance policies are underwritten by U.K. Insurance Limited, Registered office: The Wharf, Neville Street, Leeds LS1 4AZ. Registered in England and Wales No 1179980. U.K. Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, registration number 202810. Calls may be recorded.