

Date 12/05/2026

**NHS Highland**

Assynt House  
Beechwood Business Park  
Inverness  
IV23BW

Ref: 100311

Subject: Data Subject Access Request – Hospital / NHS Trust Records

Client Name: Miss Gemma Hossack  
Client Reference: 100311  
Client Address: 1 Tormsdale Place, Thurso, KW14 8PZ  
Date of Birth: 08/05/1987  
Also Known As:  
Name in Care:  
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 across all departments within your organisation.

This includes, but is not limited to:  
Accident & Emergency (A&E) records  
Inpatient and outpatient records  
Admission and discharge summaries  
Clinical notes and observations  
Safeguarding referrals and alerts  
Mental health liaison or crisis team involvement  
Diagnostic reports (including scans, imaging, and test results)

Correspondence with GPs, social services, or other agencies  
Referral records and outcomes  
Any incident or risk-related reports  
Any scanned or archived documentation

### **Multi-Department Search Requirement**

Please ensure this request is processed across all relevant departments and services, including any specialist units or legacy systems.

### **Historical Records**

Given the potential historical relevance, please include:  
Archived and off-site records  
Legacy systems and paper files  
Records held under predecessor organisations or merged Trusts

### **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 attended your Trust  
Any known successor or alternative record-holding organisations

### **Service of Documents**

We only accept service of documents via email at [evidence@mmalegal.co.uk](mailto: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.

We thank you for your assistance in this matter.

Yours faithfully,

Investigations Team  
MMA Legal  
E: [evidence@mmalegal.co.uk](mailto:evidence@mmalegal.co.uk)

T: 0161 563 0816

## **DEED OF AUTHORITY & CONSENT**

| <b>THIS DEED is made on the date of signature below by (the “Client”)</b> |   |
|---|---|
| Full Name:  | Gemma Hossack                           |
| Date of Birth:  | 08/05/1987                              |
| Previous Names (if any):  |   |
| Current Address:  | 1 Tormsdale Place<br>Thurso<br>KW14 8PZ |
| Previous Addresses (relevant to care placements):                         |   |
| CHI / NHS Number (if known):  |   |

| <b>IN FAVOUR OF (the “Representative”)</b> |                                       |
|--|---------------------------------------|
| 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                                    | Gemma Hossack  |
| Date  | 17/03/2026   |

| Witness    |  |
|------------|--|
| Name       | Ben Jacobs                                     |
| Address    | SToK, 43-59 Princes Street, Stockport, SK1 1RY |
| Occupation | Case Handler                                   |
| Signature  | <b>Ben Jacobs</b>                              |
| Date       | 17/03/2026                                     |

# Completion Certificate

Reference ID: 49add911-2ae2-4958-8869-d9ab2c04f74c

## Document Details

**Document Name(s):** part-1, part-3, cfa, loa, fee-clarity  
**Total Pages:** 4  
**Sent By:** Ben Jacobs (85.255.236.53)  
**Completed Date:** Mar 17, 2026 13:12:13 UTC

## Signer Information

**Name:** Miss Gemma Hossack  
**Email:** gemma261103@hotmail.co.uk  
**Telephone:** 07718172196  
**IP Address:** 185.73.151.12



Verified Electronic Signature

## Audit Trail

| Action                                | Timestamp           | IP Address    |
|---------------------------------------|---------------------|---------------|
| Created                               | 2026-03-17 13:10:19 | System        |
| Document link sent to client by email | 2026-03-17 13:10:19 | System        |
| Document link sent to client by sms   | 2026-03-17 13:10:20 | System        |
| Document link opened by client        | 2026-03-17 13:12:00 | 185.73.151.12 |
| Document electronically signed        | 2026-03-17 13:12:13 | 185.73.151.12 |

## Security Verification

SHA-256 Checksum: 79f1bc5f5b5164f6c75b0a05c3337908c5643010ec7fa13c5e7f0d41c355da1d

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



Santander Customer Operations  
PO Box 1109  
Bradford  
BD1 5XS

Miss Gemma Hossack  
1 Tormsdale Place  
Thurso  
KW14 8PZ



741166111615921313  
1848STHKC00041



**Call us on: 0330 9 123 123**  
Monday to Sunday 8am to 6pm  
Calls may be recorded or monitored

**Date: 11th March 2026**

Letter 1 of 2

Dear Miss Gemma Hossack

Thanks for being a Santander customer.

**We've set up your new details, so you can easily access your account online.** You'll find key information below.

Your Personal ID is 4874277219

For security reasons you'll get a second letter.

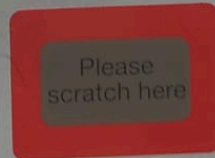
**Please wait until you receive the second letter. It contains your Security Number. You can't use Mobile or Online Banking without it.**

If you need support in the meantime, you can call us. You'll need your Telephone Banking password. This is under the security strip at the bottom of this letter.

Keep the details in this letter confidential. Don't share them with anyone, not even us.

Thanks

**The Santander Team**



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**UK** DRIVING LICENCE



17.01.2028

JAN28

1. HOSSACK
2. MISS GEMMA
3. 08.05.1987 SCOTLAND
- 4a. 15.05.2025 4c. DVLA
- 4b. 17.01.2028
5. HOSSA855087G99TR 73
7. *G. Hossack*
8. 1 TORMSDALE PLACE, THURSO, KW14 8PZ
9. AM/A/B1/B/BE/f/k/p/q

