Mr C. Bury,
[redacted]
[redacted]
[redacted]
[redacted]
30-03-2025

Ms Claire Jacobs,
Information Governance,
Herefordshire Council,
Plough Lane,
HR4 0LE.

Dear Ms. Jacobs,

Re: Mishandling of Data, Breaches of GDPR, and Inadequate Response

I write in response to your letters dated **24 March 2025**, addressing concerns I raised regarding the mishandling of data, breaches of **GDPR**, and harassment by **Herefordshire Council**. Upon reviewing your responses, I find it necessary to highlight significant deficiencies in both tone and substance, as well as to address new discrepancies in the timeline of events.

I must also make it clear that I will **not accept any further attempts by Herefordshire Council staff to mislead, deceive, or manipulate** the facts of this matter, nor to undermine my concerns through dismissive or inaccurate responses. Such behaviour is not only **unprofessional** but also deeply damaging to the trust and transparency expected of a public body.

Discrepancies and Contradictions in Timeline

Your claim that my letter dated **30 October 2024** was not received is contradicted by multiple pieces of evidence, including:

- A visit from **Mr. D[redacted] P[redacted]** on **18 November 2024**, during which he directly referenced the content of my **30 October** letter and acknowledged my verbal **SAR follow-up enquiry**.

This fact alone strongly suggests that my initial letter of **30 October** was received but **mishandled or intentionally ignored internally**. Alternatively, your claim raises the possibility of a **false record being created** to justify subsequent actions and responses, to manipulate time line, avoiding accountability for **non-compliance with GDPR**.

Both scenarios reflect poorly on the Council's compliance with **GDPR, and not limited to, Articles 12 and 15**, which mandate **timely and transparent handling of data requests**.

Failure to Notify the Landowner within 7 days

I must also highlight that the **Council made no attempt to contact me, the landowner, within the required timeframe regarding the proposed towing—that being 7 days.** Instead, the Council delayed contact for **one month** before making a **cold-call visit** to my home address on **18 November 2024**.

It was **I** who initiated contact by sending the **30 October letter**. Your assertion that no letter was received conflicts with the evidence and **calls into question the integrity of the Council's record-keeping practices**—particularly noting your **inaccurate claim** that I contacted the Council on **6 November 2024**.

Sean O'Connor's Acknowledgment

The letter from **Sean O'Connor**, dated **5 March 2025**, further **undermines your claim**. It acknowledges the Council's receipt of my **17 February 2025** letter, which was accompanied by a copy of my **letter dated 30 December 2024**. O'Connor stated:

"The Council's Information Governance department has received your letter dated 17 February 2025 with its attachment letter dated 30 December 2024 to the 'Dept Responsible for Vehicle Towing'."

Additionally, a letter received from **Mr. O'Connor**, dated **4 February 2025**, highlights, once again, an **additional disregard or mishandling** of my initial **SAR of 30 October 2024**.

This letter states that the **Information Governance department denied receiving my earlier correspondence regarding the towed vehicle** and requested that I resend it. **This denial contradicts earlier evidence, including the Council officer's visit on 18 November 2024, where my 30 October 2024 letter was explicitly referenced.**

This acknowledgment demonstrates that the **Council retained awareness of my ongoing correspondence**, despite your assertion that my initial letter was not received. Such inconsistencies **raise serious concerns about transparency and accountability within the Council**.

To further illustrate the numerous **discrepancies and inconsistencies** in **Herefordshire Council's handling of this matter**, I have compiled a **timeline of notable events**, highlighting **conflicting claims and mismanagement**.

Timeline of Notable and Conflicting Events Regarding Herefordshire Council's Mishandling of Data and Vehicle Towing Incident

Date	Event Description
30 October 2024	A letter was sent to Herefordshire Council regarding the discovery of a large sticker on my vehicle prior to this date. This letter a SAR (with a photograph copy of the sticker) was sent to the Council's Customer Service team. It requested details about the proposed towing.
6 November 2024	Ms. Jacobs claims I contacted the Council on this date. However, I did not, and this likely misrepresents the receipt of my 30 October SAR letter, conflicting with later Council claims of non-receipt. Alternatively, it raises the possibility of a false record being created.
18 November 2024	Mr. D[redacted] Po[redacted], a Council officer, visited my property and referenced the contents of my 30 October letter, which the Council later claimed not to have received. He acknowledged my verbal SAR follow-up enquiry, saying his manager was on leave for two weeks. This suggests the letter was received but mishandled internally.
30 December 2024	A letter referenced by Sean O'Connor (dated 5 March 2025) indicates that correspondence about the towing issue, including a letter dated 30 December 2024, was forwarded to "the Department Responsible for Vehicle Towing."
4 February 2025	Sean O'Connor sent a letter stating that the Information Governance department denied receiving my earlier correspondence regarding the proposed towing of my vehicle (30 October 2024), despite contrary evidence, and requested that I resend it.
17 February 2025	A letter was sent by me to the Council, reiterating unresolved issues and requesting transparency and adherence to GDPR obligations. This was later acknowledged in Sean O'Connor's letter dated 5 March 2025.
5 March 2025	Sean O'Connor, the Council's head solicitor, sent a letter acknowledging receipt of my 17 February letter and mentioned that it was accompanied by a letter dated 30 December 2024, forwarded to "the Department Responsible for Vehicle Towing." This contradicts claims that my earlier letter was not received.
24 March 2025	Two letters from Ms. Claire Jacobs were received. The first contained inaccuracies and dismissive responses, while the second repeated the claim that my 30 October letter was not received, despite evidence to the contrary.

GDPR Breaches

The Council's repeat **miscategorisation and mishandling** of my data and **repeated failure to provide requested information in a timely manner** constitute breaches of **GDPR Articles 12 and 15**, as well as the **Data Protection Act**. This is part of a **troubling pattern of non-compliance**, which the **Information Commissioner's Office (ICO)** recently upheld in response to my separate and similar concerns.

May I remind you that **the Council is a servant of the public and not a master**—something you, as an employee of the Council, appear to overlook. Furthermore, I remind you that **your opinion regarding this**

distressing, repeated negligent mishandling of my request is just that—your opinion, a flawed one, which conflicts with the facts of the matter and the law.

I explicitly requested **Mr. P[redacted]** to acknowledge my **verbal Subject Access Request** during his visit, which he **did at the time**.

Mishandling of Subject Access Requests

The Council once again mishandled a **Subject Access Request (SAR), wrongly categorising it as a Service Request**, as you state in one of your letters dated **24 March 2025**, expressing your **opinion in conflict with the law**.

In light of the above, I request:

1. **A full explanation** addressing the contradictions in your timeline and the mishandling of my **30 October letter**.
2. **Confirmation of steps** the Council will take to ensure **compliance with GDPR** and **DPA** obligations in future.
3. **An apology** for the **unprofessional tone** of your letters and **repeated failures** to address my concerns adequately.
4. **An explanation** for the anomalies and inconsistencies in the **Service Request sheet**.

I expect your response **within 14 days** and **reserve the right to escalate** this matter further, including reporting these issues to the **ICO**.

Sincerely

Mr C. Bury
[redacted]

Cc Mr Paul Walker