



# Subject Access Request policy and form

August 2025

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# Important information

Les Amis collects, holds, and processes certain personal data about our service users', their families or representative, employees, customers, and visitors to our website ("data subjects").

The Data Protection (Jersey) Law 2018 provides individuals with rights over their personal data.

More specifically, the Law provides you with a right to access personal data which is processed about you by a controller, such as Les Amis.

You can ask:

- whether your personal data is being processed by Les Amis
- the purposes for which your data is being or is to be processed
- the categories of personal data concerned
- the recipients or classes of recipients to whom your data may be disclosed
- how long that data is likely to be retained
- where the data was collected from if not from Les Amis
- about any automated decision making about your personal data and the rationale behind it
- about safeguards in place where data is transferred to a third country (this usually means outside Europe) or any international organisation

You also have rights to:

- lodge a complaint with the Data Protection Authority

JERSEY OFFICE OF THE INFORMATION COMMISSIONER

2nd Floor

5 Castle Street

St. Helier

Jersey

JE2 3BT

[enquiries@jerseyoic.org](mailto:enquiries@jerseyoic.org)

+44 (0) 1534 716530

- request rectification, erasure, restriction of processing (under certain circumstances)

- object to processing on the basis of direct marketing, legitimate interest or public function
- request for your data to be provided in a structured machine-readable format to transmit to another data controller (portability)
- request a copy of the data that Les Amis holds about you.

## Before making a subject access request

You only have a right to request personal data about yourself, or about someone you have a right to ask about, such as a child you have parental responsibility for or Power of Attorney.

If the information you are requesting is not about yourself or someone you have a right to make a request on behalf of, your request may be refused.

## What you can ask for

You can ask for any personal information processed in relation to, and which identifies you, or someone you have the authority to ask about (such as a child you have parental responsibility for or Power of Attorney).

## Redactions and exemptions

There is certain information which cannot be released as part of your subject access request. The reasons for this include (but are not limited to):

- personal details about other people
- information which is subject to ongoing court proceedings
- information which would reveal management information or other confidential information.
- If your information is redacted or withheld for any reason, we will inform you of this

## Keeping records

Information is not kept forever, but some of it is kept for a long time. Les Amis maintains a list of what information they need to keep and how long it must be kept for.

# How to make a subject access request

You can contact: [Natalie.Brown@lesamis.org.je](mailto:Natalie.Brown@lesamis.org.je)

or write to:

FAO: Data protection officer

Les Amis

La Grande Route de St Martin

St Saviour

JE2 7GS

or complete the Subject Access Request form.

## Appendix I

You will need to provide your real name and contact details when you make a subject access request.

You should provide as part of your request:

- your full name
- a contact address (such as an email address or a postal address, preferably both)
- proof of your identity
- a clear description of the information you want to receive, including which Departments are involved and if possible, the time periods covered.

You do not have to tell us why you want the information although you will be asked to provide proof of your identity before the information is sourced, and before it is released.

## Writing your request

Be as specific as you can as this will help us to identify the information you want and make sourcing your information more efficient.

Try to keep your request clear and objective. This will help us understand what you are asking for and process your request more efficiently.

Your request may be refused in whole or in part if you are asking for information about someone other than yourself or those you have a right to ask for information about (for example a child for whom you have parental responsibility or Power of Attorney).

## Is there a charge to make a subject access request?

You do not need to pay to make a subject access request, although we may charge an administrative fee if you require more than one copy.

## Timescales

The law states that you are entitled to a response without undue delay and in any event within four weeks.

However, if the information you ask for is very complex, large in volume, covers a broad period of time or covers a lot of areas, this may mean that it could take longer. The law states that there can be an extension of a further eight weeks in some circumstances. If this is the case, we will contact you within four weeks of your initial request to let you know that it's going to take longer to process your request.

We may contact you to help you refine or clarify your information request so that we can respond more quickly.

## Complaints and comments

If you have a question or a complaint about a subject access request you have made,

You can contact [Natalie.Brown@lesamis.org.je](mailto:Natalie.Brown@lesamis.org.je)

# Appendix 1

## Les Amis Subject Access Request Form

### Your Details

Title:	
Forename(s):	
Surname:	
Address:	
Telephone Number:	
Email Address:	

### Information Being Requested

Please provide specific details (along with any relevant dates) of the information being requested and any additional information that may help us to locate your personal data and to confirm your identity.

By completing this form, you are making a subject access request under The Data Protection (Jersey) Law 2018 for personal data collected, processed, and held about you by us that you are entitled to receive.

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## Declaration

By signing below, **you confirm that you are the data subject named in this Subject Access Request Form or are someone you have the authority to ask about (such as a child you have parental responsibility for or Power of Attorney)**. We cannot accept requests in respect of your personal data from anyone else, including members of your family.

Name:	
Signature:	
Date:	

Version Control			
Version	Author	Date	Changes
2	HR	30/11/2022	Formatting in line with brand guidelines
3	Head of Governance	March 2024	Policy review no change
4	Head of Governance	01/08/2025	Policy review no change