

LANCASTER

GUERNSEY

**SUBJECT ACCESS
REQUEST RECORD**



SUBJECT ACCESS REQUEST RECORD

Data Protection (Bailiwick of Guernsey) Law, 2017 and General Data Protection Regulation (GDPR)

If you wish to gain access to the personal data that we hold about you as an individual, please complete the attached Record form and send it by email to the Data Protection Officer at: dataprotection@lancaster.gg and also by post to the address on the Record form.

You must also provide copies of at least two documents to prove your identity. These could include your passport, driving licence or any other official document showing your name and address. If you are applying on behalf of someone else, you must send us a copy of the documents for you both.

Please note that all correspondence must be made by email and followed up by a written letter of request as attached. We cannot give personal information over the telephone. However, should you wish to make an appointment to visit the Lancaster Guernsey office and meet the Data Protection Officer, we can make this appointment as soon as the data has been gathered and at a convenient time for us both.

What happens next

When we have received your request form and the correct documents, our Data Protection Officer will consider your request and ask all departments concerned to gather any data they have about you. At this point we will acknowledge your request and advise you the latest date by which we aim to provide this information. When we have collated the data, we will send you a copy of your details by post. You may at any time ask for a face-to-face meeting, but unless there are exceptional circumstances, we will arrange only one meeting per subject access request.

Terms and Conditions

We, Lancaster Guernsey, promise to:

- provide the information requested promptly, i.e. within 30 days;
- ensure that the information provided is complete and accurate;
- correct any errors in its information as and when notified;
- provide reasons why we hold the information;
- provide details of the source of the information; and
- provide details of the people or organisations that might receive the information.

We have the right to withhold information if:

- the information is being used to investigate crime or detect fraud;
- the information was given as a confidential reference by Lancaster;
- the information is used for forecasting or planning resources and may affect future staffing levels;
- the information could affect contract negotiations;
- the information cannot legally be disclosed because it is professionally privileged; or
- disclosure of information would, in our opinion, cause harm or distress to the person concerned, (the data subject), or others closely associated with them.

Means of Appeal

Should you be unhappy with the results of the subject access request, you may request a review by Lancaster Guernsey. If you are still not happy, you may contact the Data Protection Commissioner for advice or to make a complaint.

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PART A - Personal Details

1. Are you making this request or information on your own behalf?	
Yes: <input type="checkbox"/> <i>please go to part 4</i>	No: <input type="checkbox"/> <i>please complete parts 2 and 3</i>

2. If you are making this request for information on behalf of someone else, please state the nature of your relationship with that person.		
Parent: <input type="checkbox"/>	Guardian: <input type="checkbox"/>	Legal representative: <input type="checkbox"/>
Other: <input type="checkbox"/> <i>please specify:</i>		

3. If you are making this request for information on behalf of someone else, please provide the following information about yourself.	
Name:	
Address:	
Contact No: <i>please specify if you have a different day and evening contact number</i>	
Email Address: <i>if you would prefer all correspondence via email, please indicate</i>	

4. Please complete the following section, providing information about the data subject.	
Name: <i>include any previous names</i>	
Address:	
Contact No: <i>please specify if you have a different day and evening contact number</i>	
Email Address: <i>if you would prefer all correspondence via email, please indicate</i>	

PART B - Information Required

5. Please provide details of information held in the data subject's name.

If would be helpful if you could provide as much information as possible to help us identify the records that you require.

Reference numbers where known	Further details or description of information required

PART C - Proof of Identity

6. We require evidence that this enquiry is genuine. Please enclose certified copies of at least two proofs of identity which show both name and address, such as (i) a current driving licence, and (ii) a current passport and utility bill.
If you are applying on someone else's behalf, please enclose proof of identity for both that data subject and yourself.

FAILURE TO PROVIDE THESE DOCUMENTS WITH YOUR APPLICATION MAY MEAN THE REQUEST IS REFUSED.

After completing the application, please check to ensure that all the information you have provided is accurate and all required documents are enclosed. Sign below and send the application to Lancaster Guernsey for the attention of the Data Protection Officer:

Data Protection Officer
Lancaster Guernsey
PO Box 260
2nd Floor
West Wing
Dorey Court
Admiral Park
St Peter Port
Guernsey
GY1 4LL

Signed:

Dated:

Lancaster Guernsey is committed to the principles defined in the *Data Protection (Bailiwick of Guernsey) Law, 2017* (as amended from time to time) and GDPR. As such, information on this document will be used only for the purposes described above.

We may, however, store the data in manual or electronic form, but only for as long as we are required to do so by law.