



DOMESTIC

RIGHTS REGARDING AUTOMATED DECISION-MAKING



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TOOLKIT

Guidance for you

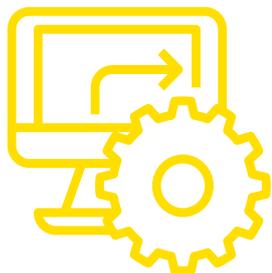
This document is purely for guidance and does not constitute legal advice or legal analysis. It is intended as a starting point only, and organisations may need to seek independent legal advice when renewing, enhancing or developing their own processes and procedures or for specific legal issues and/or questions.



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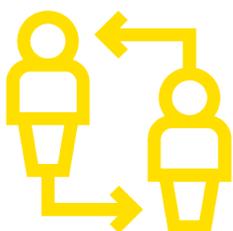


RIGHTS REGARDING AUTOMATED DECISION-MAKING

Some service providers use computer programs and algorithms, rather than the personal judgement of employees, to adjudicate applications from individuals for services or financial benefits. This is called 'automated processing'.

Except where automated processing is expressly authorised under another law, you have a right under the Data Protection (Jersey) Law 2018 to:

- Object to having your application decided by automated processing;
- In cases where you have provided your consent or entered into a contract with a service provider where automated processing is necessary, you retain the right to request human intervention so that you can express your point of view and contest the decision.



HUMAN INTERVENTION

If you request such human intervention, the service provider must ensure:

- That it carefully analyses the decision and considers all the relevant information. Merely conducting a token review is not acceptable. Someone who has the authority and competence to change the decision should conduct the review.

FYI



If you wish to exercise this right, inform your service provider. If you are dissatisfied with the response of the service provider, you may make a formal complaint to the **Jersey Office of the Information Commissioner**. Further useful information can be found by [clicking here](#).

You also have the right to request access to any of your personal data used by automated processing to make a decision about you. If you wish to exercise this right, make a subject access request to the service provider. If you are dissatisfied with the response of the service provider, you may make a formal complaint to the Jersey Office of the Information Commissioner.

[Click here for more information about making a request.](#)