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DSAR SUPPORT SERVICE

THE CURRENT DATA PROTECTION CLIMATE

Organisations are seeing a steep rise in the number of individuals using data subject access requests (DSARs) to obtain a copy of their personal data – a 66% increase in the average number of DSARs received was recorded by the UK Data Protection Index between 2020 and 2021. This, combined with strict time limits for responding, as well as organisations now holding large volumes of complex data often spread over poorly integrated systems, creates a significant challenge for organisations in maintaining compliance with data protection legislation.

RECEIVED A DSAR? HERE'S HOW OUR DSAR SUPPORT SERVICE CAN HELP

To respond to the growing challenges surrounding DSARs, we have developed our DSAR Support Service, which combines technology, artificial intelligence (AI) and legal expertise to help you deal with DSARs efficiently, accurately and cost effectively.

THE BENEFITS



Cost certainty - manually reviewing documents is both expensive and unpredictable. By using our AI facilitated workflows we are able to provide reliable indicators of pricing based on volume at an early stage.



Improve your accuracy and efficiency - our tailored processes and workflows reduce the need for manual reviews of data, ensuring a streamlined approach to handling a DSAR.



Technology backed by legal experts - combining our extensive data protection expertise with a leading artificial intelligence platform enables us to provide a solution tailored to your needs.



REAL-WORLD OUTCOMES - ACHIEVING A 98% REDUCTION IN DOCUMENTS FOR OUR CLIENTS

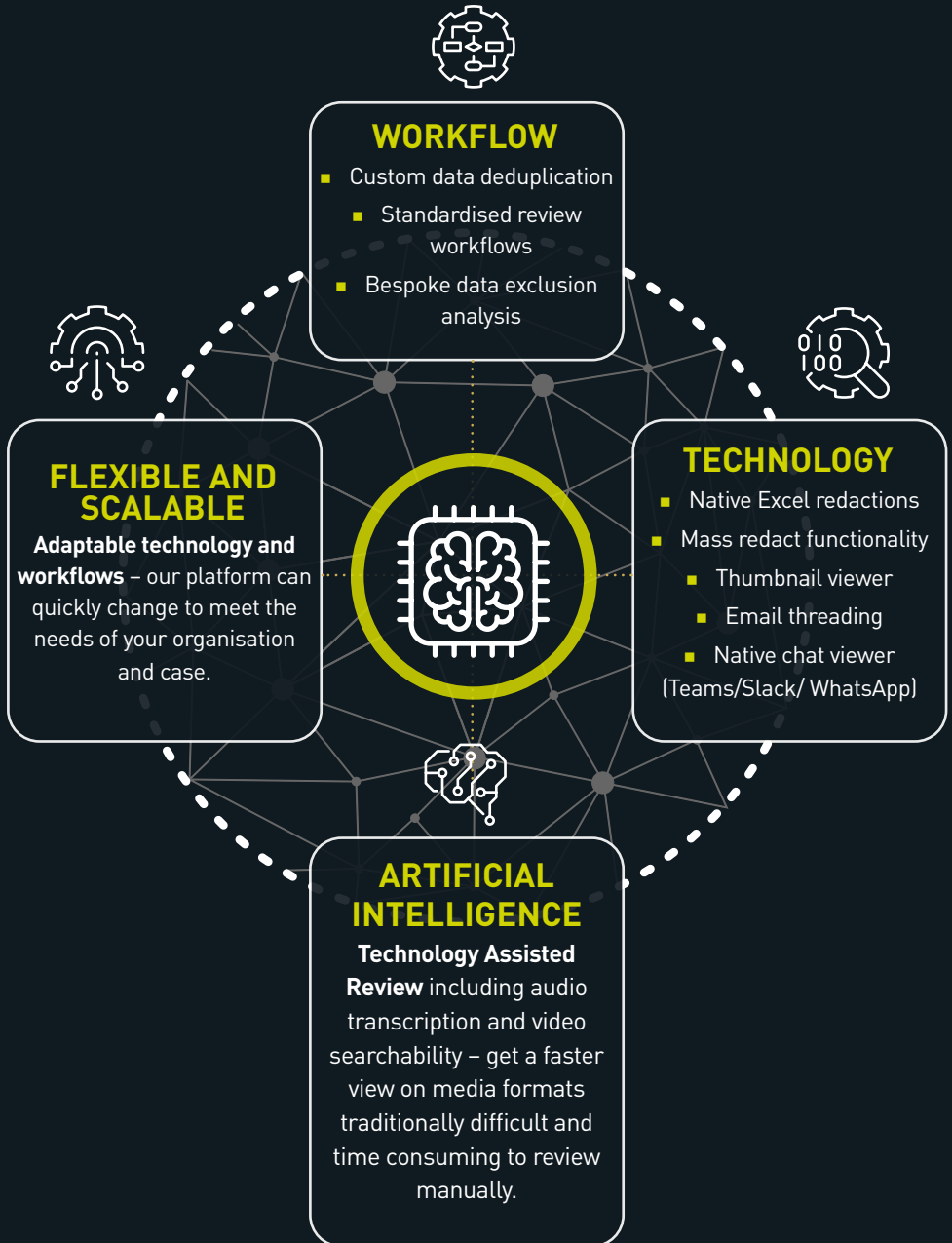
Our AI facilitated review deploys data deduplication across multiple data sources for our clients, enabling us to remove duplicates, even where they are stored in separate locations. Email threading allows us to organise and group email conversations together to further avoid duplication.

Moving beyond the AI facilitated review of documents, our legal teams use defensible search techniques to reduce document review volumes while still complying with the data subject's access rights.

Combining our legal expertise with our AI technology, we were recently able to reduce an initial review by 98%, from 300,000 documents to just under 6,000, saving considerable resource and expense and without compromising our client's obligations' to the data subject.

HOW OUR DSAR SUPPORT SERVICE WORKS

Our DSAR Support Service combines technology, artificial intelligence (AI) and legal expertise to help you deal with DSARs efficiently, accurately and cost effectively.



HOW OUR DSAR SUPPORT SERVICE CAN HELP YOU

Our DSAR Support Service comes in two different packages, so that we can tailor our technology and legal expertise to your needs.

ESSENTIAL DSAR SUPPORT SERVICE

Our Essential DSAR Support Service is designed for organisations who want to benefit from our AI assisted technology and legal expertise, but would like to conduct their own review of the relevant documents and will communicate with the data subject themselves.

Area	What we cover	What you need to consider
DATA COLLECTION, HOSTING AND PROCESSING	<ul style="list-style-type: none">■ Collection and upload of data onto technology platform■ Setup up of your workspace and workflows■ Scoping session to understand your needs■ Data deduplication and exclusion■ Data hosting	<p>We will provide first tier searches for you to run before your data is transferred to our DSAR platform.</p> <p>If your organisation does not have a sophisticated central search function, it may be necessary to transfer larger amounts of data onto our systems.</p>
DOCUMENT REVIEW	<ul style="list-style-type: none">■ Manual review of documents for personal data■ Redaction	<p>We assume first pass review is conducted by paralegals/ trainees and second pass by associates. However, this can be adapted based on your preference.</p> <p>We will generally conduct a light touch redaction and only remove sensitive commercial information and third party personal data. If a heavier redaction is required, we can adjust our estimator to account for this.</p>

ENHANCED DSAR SUPPORT SERVICE

Our Enhanced DSAR Support Service comes with all the benefits of our Essential package, but also includes advice from our legal experts, including correspondence with the data subject as well as briefings with your in-house team regarding the best approach and response to take.

Area	What we cover	What you need to consider
LEGAL ADVICE	<ul style="list-style-type: none">■ Drafting keyword searches■ Drafting correspondence to the data subject■ Phone calls and correspondence with in house team regarding approach and response	<p>We budget 3-6 hours of associate time depending on the complexity. However, if you will require further support we are happy to amend our estimator to reflect any further support needed.</p>



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PRICING

Delivering cost certainty when handling DSARs is key to our DSAR Support Service. Using real data, based on our extensive experience of handling DSARs across a broad range of sectors, our estimator tool can break down anticipated costs across each of the three key areas included in our Essential and Enhanced packages.

Please speak to a member of our team to find out more about DSAR Support Service.

Call us on **020 7457 3000**.

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