

SAR Bureau **On demand subject access request handling**

Overview

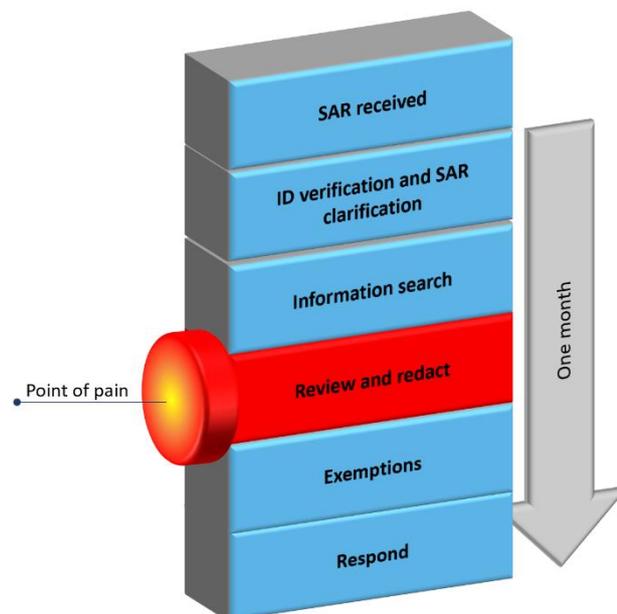
Subject Access Requests (SARs) are a corner stone of Data Protection Law and as soon as you receive one, the clock starts ticking as you have only one month to respond. Handling SARs is resource intensive. It requires specialist training and software.

Outsourcing the application of redaction and exemptions make commercial sense which is why DPP set up its SAR Bureau.

The SAR process

The process for handling a SAR is straightforward enough – the time-consuming element is reviewing all the information uncovered in an information search. It is not uncommon for this to comprise thousands of emails, voice recordings, CCTV footage, images, logs, and other documents in a variety of formats.

Your legal duty is to review all this information and remove (redact) the personal data of other people. There may also be a lot of information you want to withhold. This process can take a very long time and is where organisations are finding that DPP can help them.



How can we help?

Applying redactions is boring work. It needs high levels of concentration and focus and no interruptions. Redaction fatigue sets in after only a few hours. It is the kind of work best done by people with an eye for detail and a passion for redaction who do this work by choice day in and day-out. That's where we can help.

Our SAR bureau uses our tried and trusted work methods to accurately, quickly and methodically work through redacting your information.

They are SAR subject matter experts working within a team of data protection experts. They know what they are looking for and assuredly apply redactions and exemptions within the framework of the law. Our audit trail and quality assurance procedures give you peace of mind that the work we do for you will stand up to scrutiny.

The Options

The SAR Bureau offers flexible support to meet your exact needs. Services are module and scalable.

Phase One – information search

Phase One of our service involves helping you to find and extract information from your data systems. Our consultants will use their experience, expertise and knowledge to help you to identify what information is being requested, which data systems it is likely to be stored in and the data format. We can even put you in touch with our award-winning, specialist data discovery partner who can use powerful data discovery tools to find and extract information directly from your information systems.



Phase Two – consolidation

Phase Two of our service involves loading all the data uncovered in the information search, whether that is undertaken by you or a third party, and loading it into our specialist e-discovery platform that will massively reduce the information review requirement. This service pays for itself ensuring time-savings in the review process.

Your data will be subject to the following processing during ingestion into our e-discovery platform:

Unpacking – files such as .pst or .ost files are unpacked to produce individual emails from the mailboxes. Attachments to emails are removed to separate documents whilst retaining a thread to the relevant email.

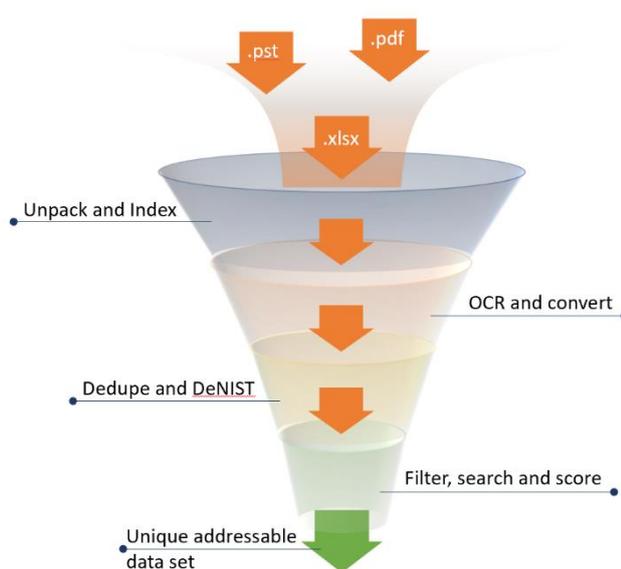
Indexing – each file is given a unique identification number and entered into a document index: vitally important audit trail evidence to help rebut any challenge.

OCR – optical character recognition is applied to files to convert files such as scanned pages into addressable digital text. This procedure converts all documents into a format that can be digitally analysed saving time in the review process.

Optional – optional services can transcribe audio files such as call recordings or audio recordings of meetings. These optional procedures mean that audio files are converted into text that is easier to review and redact.

De-duplication – the resulting files are de-duplicated using an industry leading hashing and check sum digit technique to ensure reliability. The de-duplication process will find emails from different inboxes and consolidate the duplicates down into one copy of each unique document. This procedure results in a massive time-saving in the review process.

DeNISTing – removes any files that have been extracted during the information search which are listed on the international master list of known software application files that are recognised as being highly unlikely to have



any evidentiary value to the SAR. This procedure removes noise and clutter from the ingested data helping to see the wood through the trees.

Search Terms – search terms agreed with you at the project scoping phase are applied to each unique document. Documents are “scored” according to the number and frequency of occurrence of the agreed search terms. This procedure results in a data set that is far easier to analyse prior to and during the review process.

Filtering – analyses the contents of each document and the search terms scores and removes documents that are not responsive to the search terms.

The ingestion process results in a set of unique, indexed, addressable documents that are relevant to the requestor(s).

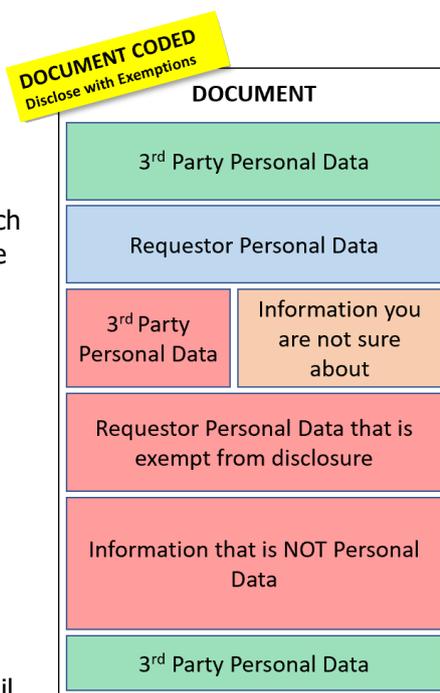
Phase Three - Review

Our team of reviewers review every page of information seeking and highlighting personal data of the requestor; personal data of other people, and information that should be removed from the documentation. Documents are coded according to their relevance and any exemptions or contentious information highlighted. Once coded each document is reviewed by our quality assurance team. Our reviewers are well trained, highly skilled, quick and accurate often processing thousands of pages of information each day although this does depend on the nature of the ingested documents and complexity of the request.

Where required we will seek guidance from you as to how you wish to treat particular documents. We can provide daily status reports of our progress keeping you informed.

Phase Four - Respond

At the end of the review process we will output two sets of documents for you: a fully redacted set in PDF format, and a set of the disclosed documents with colour-coded translucent highlights applied to provide you with a control document. We will also provide you with an audit trail of our work and an end of project report.



What our clients say

"It is reassuring to know that the DPP team are able to set to at a moment's notice as and when we need them. The work is quick, and thorough and we certainly would struggle to mobilise and manage sufficient resources to handle SARs internally."

Case Study

Client X had a SAR from a former company director with 25 years' service. Client X provided 9GB of information from 12 .pst mail boxes. The ingested data was converted into around 9,000 emails, 1,000 Excel files, 700 Powerpoints, 1,200 PDFs, and 1,500 Word documents. The data set was reduced by 1/3. The average document comprised around 5 pages giving a total of 45,000 pages of information to review. A team of ten reviewers, highlighted and redacted the data in six days. The bundle of documents output for the requestor comprised 850 pages of information.



Why choose us?

Time, resource, confidentiality, consistency

You may not have the time or resources to spend reviewing thousands of pages of information. You might not want your employees reviewing the type of information that a SAR uncovers – it can be highly confidential and sometimes very divisive. You may not have sufficient people trained to the required level in working with the rights of data subjects. And you might not have the software and management processes to control this type of work to achieve consistent results.

Here's what our people say,

"I love it! I'm sure that some people would find it mundane and boring, but I love the challenge of working through the documents and hunting out the information that should be disclosed and that which shouldn't."



Who are we?

We are specialists in data protection and information security. Our team has decades of practical experience and a proven track record of identifying and mitigating risks so you can be sure you are in the safest hands. Our SAR bureau is supported by our outstanding consultants and effective management processes.

Further information

For further information contact us at Data Protection People.