

# Data Requests Service

## A streamlined approach to Data Subject Access Requests

These unprecedented times are forcing many businesses to undergo rapid transformation. This can put huge pressure on legal and compliance teams. At the same time, this disruption is leading to a significant increase in individuals making Subject Access Requests, whether it's by employees against current or former employers, consumers against service providers or other scenarios.

Data Subject Access Requests can be time consuming, complex and can place a significant burden on your team. They divert you from supporting income generating activity but non-compliance risks large fines, litigation and reputational damage.

Outsourcing could remove this burden but you need to control costs. At the same time, given the risks, it is vital to adopt a process that is fit for your business, properly manages each individual case, and provides access to high-quality legal advice for complex requests that require more nuanced responses, especially where there is a parallel dispute.


Our Data Requests service resolves this dilemma ...

## Our Data Requests service

To tackle the challenge of managing Subject Access Requests, we have developed our Data Requests service.

The standard service is a highly efficient, process-optimised methodology that includes an intuitive client interface via a web based application and sophisticated, market leading technology, which is closely overseen and verified by senior legal experts.

For those requests that are particularly significant due to business sensitivity, complexity or scale, our Data **RequestsPlus** service, we also provide an additional level of advisory and technical support.

	Data Requests	Data RequestsPlus
1. On-boarding workshop	✓	 + <b>Plus</b> scope setting support + <b>Plus</b> step-by-step legal oversight + <b>Plus</b> strategic advice
2. Expedited HR file and spreadsheet review	✓	
3. First level review and redaction proposals	✓	
4. Second level quality control and redaction	✓	
5. Confidentiality and privilege	✓	
6. Production	✓	



### Data security

We adhere to high standards of data security, and we recognise that this is a particular sensitivity in relation to data subject access requests. With this in mind, our infrastructure is ISO 27001 accredited. We offer on-premises hosting for our document reviews, and also have tight permissions controls to ensure that we do not hold your data unnecessarily. So you can rest easy knowing your data is in safe hands.



### Competitive pricing

We have a very flexible approach to pricing, and our application of technology, people, and process makes us exceptionally competitive. We are also committed to fixed fee working to give you transparency and certainty over your legal spend.

We would be delighted to quote for one-off data access request review or prepare a proposal for a broader engagement with the efficiencies that come from establishing a common framework.

## Find out more

For a demo of the Data Requests platform to see how much it can improve the efficiency of your subject access requests process, please get in touch.



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