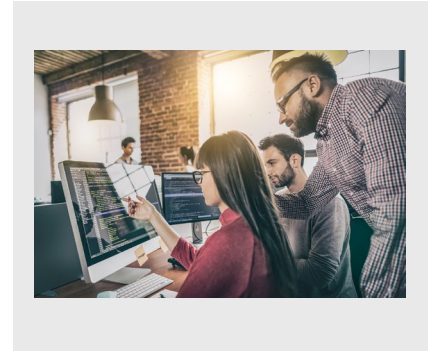


How to manage DSARs

Data Subject Access Requests

In today's data-driven world, businesses and organisations are collecting and processing an enormous amount of personal data. With the implementation of data protection laws such as GDPR, individuals have the right to request access to their personal data from the organizations that process it.



DATA SUBJECT ACCESS REQUESTS

This request is called a Data Subject Access Request (DSAR), and organisations must respond to them within a strict timeframe, usually 30 calendar days. Not only must organisations disclose any data relating to the subject; they must also ensure that they don't disclose the data of others (which would be an additional breach), or any business sensitive information that the subject has no right to see.

Since GDPR was implemented in May 2018, the public has become more and more aware of their rights regarding their personal data and are increasingly exercising these rights. In the UK supervisory responsibility for GDPR falls to the Information Commissioner's Office (ICO) which has in the last 18 months began a campaign of naming, shaming, and in some cases, fining organisations that are breaching this response timeframe on a regular basis.

According to the ICO the average public sector organisation in the UK received 1000 DSARs in 2020. Some organisations, because of their type and size, are receiving that volume per month. The increasing volume of DSARs can be overwhelming for organizations, but with the right resources and data organization, it is possible to manage them effectively. Here are some tips on how to organize resources and data to solve the problem of increasing DSARs:

1. Develop a process

Most organisations start by creating a clear and concise process for managing DSARs. This process should include details on how to receive, validate, and respond to DSARs. It should also specify who in the organization is responsible for managing the process and what tools they will need. Where organisations fall down is in anticipating the volume of data that will need to be managed, where that data is held, what medium is it stored in, and who has control and access to that data.

2. Invest to save with technology

Implement a technology solution to help manage the process of receiving, validating, and responding to DSARs. A good solution should be able to automate certain aspects of the process, such as notifying data holders of a new request, tracking deadlines, helping to organise and standardise the collection of data ready for the core Data Protection team to prepare the response, finding Personally Identifiable Information of the subject and others in large datasets and redacting where appropriate, and managing communications with the data subject.

3. Prioritise data

Prioritise data according to its sensitivity and risk. Ensure that the most sensitive data is protected, and only those who need access to it have it. This can be particularly challenging when collecting subject data from many different disciplines across an organisation, such as Children's Services in Local Government. Also, make sure that the data is properly classified and indexed, making it easier to locate and respond to DSARs.

If you would like to discuss how Xerox can help your organisation with this challenge, just [click here](#) to arrange a 121. Our offer to SOCITM members includes a demonstration of what has been achieved in a peer organisation and no-cost discovery of the invest to save opportunity to transform your DSARs process.

4. Train Employees

Educate employees on the importance of data protection, the organization's DSAR process, and their roles and responsibilities in the process. Regular training will help ensure that everyone understands the process and their responsibilities, particularly in data management, indexation and retention, reducing the risk of exposure, errors and delays.

5. Monitor and review

Finally, regularly monitor and review the DSAR process to identify areas for improvement. A good process and system should provide the management information needed to keep track of metrics such as response times, accuracy, and customer satisfaction to determine the success of the process.

CONCLUSION

Managing the increasing volume of DSARs can be a daunting task, but with the right resources and data organisation, it is possible to manage them effectively. Service providers such as Xerox can help with services and solutions that can automate the management, data collection, identification and redaction, and efficient response to DSARs, protecting personal data and complying with GDPR.