

Data Subject Access Requests (DSARs)

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A formal request made by an individual to an organization, asking for access to personal data that the organization holds about them, as well as information on how the data is being used, processed, and shared, in accordance with data protection laws.

USE CASE IN PRACTICE

In-house DSAR Management

A global consulting company relies on its in-house Legal Data Intelligence team to manage external Data Subject Access Requests (DSARs). While the HR department typically handles DSARs from current and former employees, the in-house legal team is responsible for all other DSARs.

MODEL WORKFLOW

Initiate

Receive Request

Collect information from requestor so their identity can be verified

How Technology Can Assist

Automates the intake process

Scope Project

Verify that the request is legitimate and warrants an official response in accordance with regulations

Develop a timeline to ensure a response within the amount of time allotted under applicable regulations

How Technology Can Assist

Automates the verification process and timeline creation

Identify Data

Define custodians and data sources

How Technology Can Assist

Helps track and catalog available data sources

Future generative AI technologies may make it easier to identify relevant data using LLMs and prompts

Collect Data

Gather data from identified sources

How Technology Can Assist

Pulls data from sources into a platform for processing

Reduces collection of ROT data by excluding non-relevant documents by using date filters, export rules to filter junk/system files, etc.

Process Data

Load and process collected data

How Technology Can Assist

Quickly manages large data volumes

Eliminates manual workflows and reduces human error

Reduces hosting of ROT data through de-duplication, de-NISTing, etc.

Investigate

Search

Find personal data in internal databases and systems and third-party products and services that are subject to the DSAR

How Technology Can Assist

Looks across internal systems and databases to locate the data that must be provided under the DSAR, resulting in greater consistency across requests

Reduces review volume/ROT data

Evaluate Results

Review search results and cull data

How Technology Can Assist

Culls the data population

Analyze Data

Examine data to find relevant information, privileged information, and personal information

How Technology Can Assist

Provides explanations and citations to help validate output

Apply Strategic Decision-Making

Determine the data that will be produced

Implement

Synthesize and Redact

Conduct defensible quality control of the data set

Ready the data set for production according to requirements (redaction, etc.)

How Technology Can Assist

Tracks document counts and tags files

Automates redactions to protect personally identifiable information (PII) and adhere to privacy regulations

Helps with quality control by identifying errors or inconsistent coding, standardizing production rules, etc.

Generate Output

Run production to create required output

How Technology Can Assist

Creates output in usable, secure forms for all parties

Fulfill Request

Provide the requested data in a secure manner