Data Subject Access Requests (DSARs) support

What is a DSAR?

Under the GDPR any individual whose personal data is obtained, stored or processed by an organization can make a request to that organization to obtain a copy of their information. This is known as a DSAR, and the right to access is one of the most powerful rights afforded to individuals under the GDPR.

Awareness amongst individuals of their right to access their own information is increasing, thanks to the topical coverage in news and social media, therefore organizations need to have robust procedures in place to be able to respond to DSARs.

What is a Data Portability Request (DPR)?

The GDPR also provides individuals with the right to data portability, which means the individual can request a copy of their personal data be provided in electronic form to them, or to a nominated controller of their choosing. This can be seen as a variant of a DSAR, as it only applies to certain personal data that fits the following criteria:

- Processing of the personal data is based on consent

- Processing of the personal data is based on a contract to which the data subject is a party

- The processing is carried out by automated means

The right to portability only applies to data that the data subject has provided to the controller, which can be considered to be:

- Data actively and knowingly provided by the data subject (for example, mailing address, user name, age, etc.)

- Observed data provided by the data subject by virtue of the use of the service or the device (for example a person's search history, traffic data and location data)

Changes under the GDPR

Key obligations and changes under the GDPR for DSARs, and DPRs, include:

- Strict deadlines enforced on length of time organizations have to respond to requests - one month

- Removal of requirement for data subject to pay a nominal access fee; likely to lead to increased volume of requests made by subjects

DSAR support - What we offer

- **Awareness training**
  - Understand what a DSAR/DPR looks like
  - Review and assess the nature of the DSAR/DPR
  - Verify and validate the requester's identity
  - Acknowledge/refuse requests
  - Scope requests to a manageable and reasonable level
  - Respond correctly to DSARs/DPRs - avoiding dealing with excessive requests
  - Understand and apply exemptions

- **DSAR/DPR process evaluation and improvement**
  - Maturity assessment - How complete and effective are your existing policies and procedures for handling DSARs /DPRs?
  - Implementing an appropriate data discovery process with supporting tools
  - Securely delivering the DSAR/DPR response
  - Compliant documentation and log of DSAR/DPR response activities

- **DSAR/DPR policy development and implementation**
  - Structured approach - respond, review, verify, acknowledge, engage, plan, produce and document

- **DSAR/DPR technologies**
  - Selection and implementation of best-in-class data discovery procedures and technology solutions
  - Requirements specification for self-service or automated execution of DSARs/DPRs

Find out more
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