

# Data subject access requests

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Under the General Data Protection Regulation (GDPR) a data subject has the right to access their personal data from a data controller or processor. This request for personal data is known as a Data Subject Access Request (DSAR). Oyster IMS provides technology enhanced solutions to the various challenges presented by DSARs.

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## Business challenge

Organisations are reporting a number of significant challenges in achieving an end to end DSAR solution, including:

### Increasing volume

External factors are causing significant increases in the volume of DSARs being received. This is driving pressure on limited resources, leading to higher costs and increasing the risk of non compliance.

### Complexity

DSARs frequently create an obligation for expert review, which might include advice on disclosure and redaction.

### Accuracy

The accidental disclosure of a third party's Personal Data, or the release of privileged, confidential, or business sensitive material is harmful to business interests and may be considered a data breach.

### Urgency

Failure to respond promptly to a DSAR can result in a fine.

### Cost

Organisations receiving DSARs face increasing costs when scaling up, due to limited expensive resources and inflexible processing solutions.

### Locating data

Operations and IT Departments will often struggle to identify, locate and collect Personal Data held in unstructured systems and spread over multiple repositories.

### Processes and workflows

Manual DSAR processing is no match for a technology supported solution.

### A complete solution

A 'plug in' technology alone cannot address these DSAR challenges. DSARs must be handled within the overall scope of the GDPR; so it's essential to employ qualified expertise with deep understanding of the subject, as part of a bespoke technology supported solution.

## Oyster IMS offering

### Experience

We have many years' experience in the information governance arena, supporting clients with DSARs and other data protection services.

### Full solution

We bring together a blend of strong consulting skills, practical advice and technical capabilities, backed by an expert support team.

### Scale

Our team will allow you to scale up your DSAR response capabilities to cope with increased demand in volume and complexity.

### Partners

We work only with the very best partners in the field of data protection, search and disclosure, offering clients a number of engagement and deployment choices.

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**Oyster IMS consultants are really approachable, positive in finding compliant compromise solutions to deal with challenges and provide very detailed answers to our privacy queries.**

**The Helpdesk service is great and we have received lots of training and support on OneTrust and prompt advice on all our GDPR requirements.**

*Linda Kilgour, Head of Information Management,  
CHAS — Children's Hospices Across Scotland*

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## Feature overview

### GDPR risk and status assessment

Short review to determine the current status of your privacy programme, deliver a maturity assessment and provide context for the DSAR service.

### OneTrust data subject requests

OneTrust DSAR module to automate request intake and fulfilment, triage requests and communicate via a secure messaging portal.

### Training and guidance

Introduction to the OneTrust DSAR module and advice on the right way to set up the tool.

### Policy / template development

Professionally qualified GDPR consultants work with you to optimise your use of the DSAR module.

### DSAR consultant support

Consultant support during the DSAR process including professional advice, software configuration, business and technical support.

### OneTrust data mapping module

OneTrust Data Mapping module to create and maintain evergreen data inventories and asset registers facilitating the collection stage of DSAR processing.

### Training and guidance

Introduction to the OneTrust data mapping module and advice on how this can streamline your DSAR processing.

### Policy / template development

Professionally qualified GDPR consultants work with you to optimise your use of the data mapping module to support the DSAR process.

### Data mapping consultant support

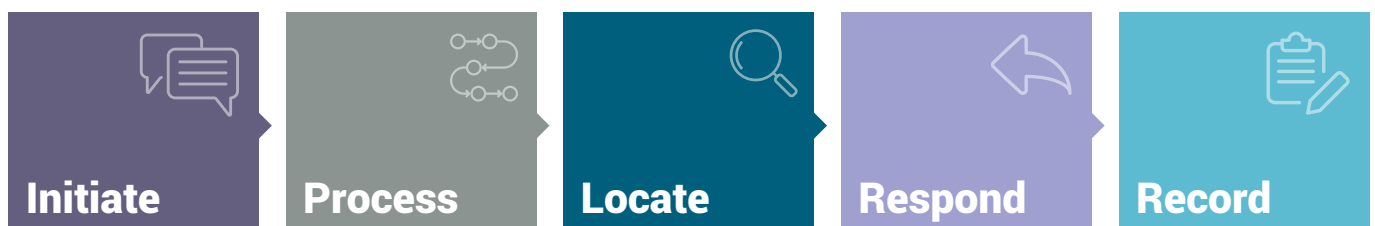
Consultant support to be used when creating and maintaining your data map to support DSAR requests.

## DSAR packages

	DSAR Starter	DSAR Professional
<b>GDPR review</b>		
GDPR risk and status assessment	-	✓
GDPR support desk	-	✓
<b>DSAR</b>		
OneTrust data subject requests	✓	✓
Training and guidance	Half day	1 day
Policy / template development	Half day	1 day
DSAR consultant support	1 day	5 days
<b>Data mapping</b>		
OneTrust data mapping module	✓	✓
Training and guidance	Half day	1 day
Policy / template development	Half day	1 day
Data mapping consultant support	1 day	5 days
<b>Costs</b>	<b>€8,250</b>	<b>€22,000</b>

DSAR Starter: low volume or occasional DSARs

DSAR Professional: current or expected high volume of DSARs



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