Data Protection People™

SAR SUPPORT
OUR SUBJECT ACCESS HANDLING SERVICE

SUBJECT ACCESS REQUESTS MADE EASY

PHASE 1 – DATA INGESTION

The data provided will be ingested into our SAR bureau software that will reduce the information using OCR, indexing, unpacking, de-duplication, search terms and filtering the data. During this process the system will break PST email files into individual emails, strip off and thread attachments, and attempt to de-duplicate documents through an algorithm hash process. At the same time, it will categorise each document according to pre-defined criteria and count how many times each document contains any of the key words specified, such as 'grievance' or 'sickness'.

PHASE 2 – BUSINESS AS USUAL

The team will analyse the remaining data set on the platform with the key objective of further reducing the page number count to be redacted. During this phase, DPP will work on the platform removing any obvious commercial and non-personal data from the final data set to be reviewed.

PHASE 3 – MANUAL REDACTION

Our SAR team will review each document in the dataset and apply redaction to:

1. Any information they believe is covered by an exemption from disclosure set out in the Data Protection Act 2018;
2. The personal data of others that is not reasonable to disclose under the circumstances and/or subject to your instructions.
3. Information that is not personal data relating to the requestor and to which they are not entitled.

At the end of the review process, we will produce two sets of documents: a set for disclosure to the requestor and a set for you containing all our highlights.

SAR SUPPORT
MADE EASY

BENEFITS TO OUR SAR SERVICE

1. Improved Efficiency: Our advanced software speeds up SAR handling, making it faster and more cost-effective. It streamlines processes, saving you time and money.

2. Flexible Support: Our team works seven days a week, unlike the usual five, for redacting sensitive information. This extra time ensures thoroughness and increases the chances of meeting tight deadlines.

3. Reduced Risk and better ROI: SARs can be unpredictable, but with our service, you don't need a dedicated SAR-handling team. You can access our expertise as needed, reducing the risk of ongoing overhead costs.

HOW DO WE COMPARE TO ADOBE?

	Adobe	SAR Support Software
Under 1,000 pages	✅	✅
Over 1,000 pages	❌	✅
PDF & Spreadsheets only	✅	✅
OST, PST, Microsoft Office, or other electronic files	❌	✅
De-duplication via an algorithm process	❌	✅
Key word hits	❌	✅
Phase 1 – Data Ingestion	❌	✅
Phase 2 – BAU	❌	✅
Phase 3 – Manual Redactions	✅	✅

Cost	Ad hoc	Contact (Minimum 100 Hours)
Software (Per GB)	£300 ex VAT	£100 ex VAT
Human (Per Hour)	£50 per hour ex VAT	£50 per hour ex VAT