

SMARTSAR

Data Subject Access Requests: The struggle is over

Welcome to SmartSAR, your indispensable partner in managing DSARs efficiently and effectively.

Struggling with the operational burden and cost uncertainty of data subject access requests? SmartSAR is for you.

Shoosmiths has married the expertise of its data privacy lawyers with cutting-edge processing technology to offer your business an end-to-end fixed fee DSAR service through a single trusted provider.

Any size, any language, SmartSAR can handle it.

Leverage SmartSAR and enjoy peace of mind that your DSARs are managed with precision and efficiency, preserving operational resources, managing cost and ensuring compliance with DSAR rules globally.

Don't allow DSARs to overwhelm your operations. Empower your business with SmartSAR and manage DSARs efficiently and effectively.

Our all-in-one solution includes:



Contact us today to learn more



Sherif Malak
PARTNER

T +44 (0)20 7205 7053
E sherif.malak@shoosmiths.com



Adam Fox
PRINCIPAL ASSOCIATE

T +44 (0)20 7282 4003
E adam.fox@shoosmiths.com

Solutions you might not expect. Expertise you do

www.shoosmiths.com/shoosmiths-eight

How does it work?

<p>Step 1: Cleanse & quote</p>	<p>We will cleanse the data you upload to our platform.</p> <p>Our powerful cleansing process typically reduces the volume of documents by 50% to 95%.</p> <p>Once the cleansing process is complete, we will provide you with a fixed fee quote for Steps 2 and 3 based on the significantly reduced cleansed data set.</p> <p>There's no charge for a quote and there's nothing to pay if you decide not to proceed.</p>
<p>Step 2: Categorise & redact</p>	<p>We will categorise the cleansed dataset to identify:</p> <ul style="list-style-type: none"> • documents requiring redaction • documents that should not be disclosed (e.g. legally exempt or documents that have not been requested) • sensitive documents to be discussed with you. <p>We will then redact the remaining relevant documents to remove third party personal data and other information that does not relate to the data subject.</p>
<p>Step 3: Deliver</p>	<p>We will:</p> <ul style="list-style-type: none"> • discuss any sensitive documents with you and make further redactions • upload the fully redacted documents to our portal for the data subject to access • draft a response letter to the data subject • deliver the response letter and portal login details to the data subject
<p>What if I need preliminary advice about the DSAR before using SmartSAR to process the request?</p>	<p>Our leading Privacy & Data team at Shoosmiths LLP can help you with several key preliminary issues for your DSAR:</p> <ul style="list-style-type: none"> • ID verification – how to approach ID verification • Scope challenge – clarifying or narrowing the scope of the DSAR • Deadline extensions – justifying and extending the deadline by up to an additional 2 month • Rejection – justifying and rejecting the DSAR where the law allows • Settlement – supporting with the settlement of a DSAR where it is not commercially viable to proceed • Data retrieval scoping – advising strategically on the data to locate and pull from your internal systems

Frequently asked questions

Q. I have a DSAR, how do I begin?

A. If the preliminary steps for the DSAR are complete (e.g. acknowledging the DSAR, setting the deadline, assessing the scope, etc.), simply upload the data to our portal and we'll take it from there. If you require support with any preliminary steps, Shoosmiths LLP's leading Privacy & Data team can help you.

Q. Is the fee really fixed?

A. Yes. We know our clients want to know how much the DSAR will cost from the outset, and SmartSAR provides that certainty. Not only this, our fixed fee is based on the document volume post our powerful cleansing process (typically reducing the document size by 50-95%), meaning our quotes are based on a significantly reduced data set, and not the large volume of data you start with.

Q. I am worried about commercially sensitive information being disclosed to the data subject. Can SmartSAR help with this?

A. Yes. Our meticulous redaction process ensures that only the data that needs to be provided is actually provided to the data subject. In addition, we will flag and discuss sensitive documents with you before any disclosure is made.

Q. The deadline is only a few days away, are we too late?

A. We can move quickly. If the deadline is near, we will expedite our services to ensure that your DSAR is fulfilled in the shortest time possible.

Q. Can we have a demo of SmartSAR?

A. SmartSAR isn't a self-service SaaS product, it's a fully managed service. You give us the data, we will then review, redact and deliver the documents, it's that simple. We would be happy to provide a demo of the data upload and download features. Otherwise, all the work is done behind the scenes.

Q. The circumstances surrounding the DSAR are complex, can SmartSAR help?

A. We have seen every type of DSAR imaginable. From the simple, to the most complicated and contentious. Combining our expertise and experience, SmartSAR will take the problem off your hands.

Q. Can I really walk away after Step 1 if I don't like the fixed fee quote

A. Yes, you can, and if you don't like our fixed fee quote you can walk away with nothing to pay, but we are very confident that with our redaction process you will not receive a more cost effective fixed fee quote anywhere else.

Q. Some of my documents are not in English. Can SmartSAR help?

A. Yes. SmartSAR offers the review and redaction of documents in any language.

Solutions you might not expect. Expertise you do

www.shoosmiths.com/shoosmiths-eight