

# Our DSAR Process



Our three-stage process simplifies the **Data Subject Access Request (DSAR)** journey, keeping you compliant while easing the burden on teams. From guiding searches to identify relevant data, through converting and consolidating datasets, to delivering secure, accurate redactions, we provide the expertise and tools to respond with confidence.

## STAGE 1

### Search Support

Locating and extracting the data required to respond to a Data Subject Access Request (DSAR)



## STAGE 2



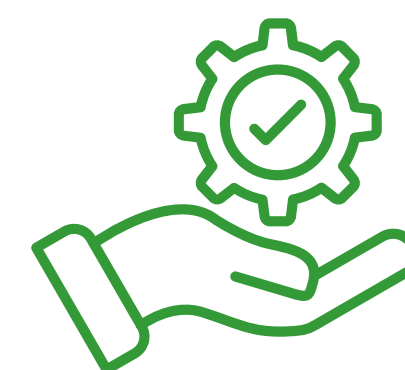
### Raw Data Conversion and Deduplication

Remove duplicates and convert documents into redactable PDFs, making the process faster, cheaper, and less stressful.

## STAGE 3

### Redaction and Disclosure Support

Handle the complexities of employee and customer DSARs with precision, compassion, discretion, and objectivity.





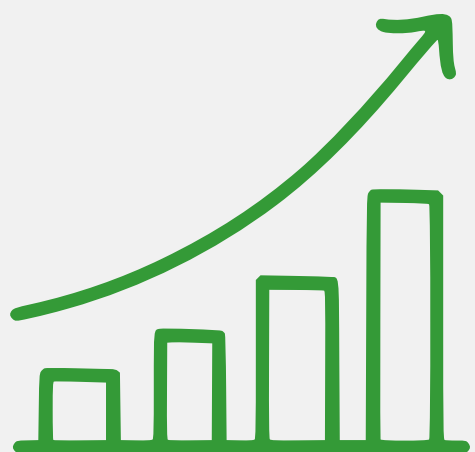
## Stage 1: Search Support



Our search support service is designed to help your teams locate and extract the data required to respond to a Data Subject Access Request (DSAR).



We provide practical guidance and live support to ensure that your team members identify and extract only the relevant information, avoiding unnecessary or excessive disclosure.



By streamlining this stage, we not only reduce the risk of error but also lower the costs associated with step two: Raw Data Conversion and Deduplication.



## Stage 2: Raw Data Conversion and Deduplication

Responding to a DSAR often means handling large, messy datasets. Our Raw Data Conversion & Deduplication service removes that burden by transforming raw files into a clean, consolidated, workable format.

### Step 1 – Initial Dataset Assessment

You provide DPAS with:

- The dataset size (MB or GB)
- A description of file structure and types (e.g. PDFs, mailboxes, Word docs)
- From this, we provide a fixed cost for conversion and deduplication.

### Step 2 – Secure Data Transfer

Once costs are agreed, you upload:

- The raw data via your secure file sharing platform
- A completed DSAR Processing Requirements spreadsheet (including eDiscovery criteria and any context)

### Step 3 – Data Conversion & Deduplication

On receipt, DPAS processes the data using specialist software, performing the following tasks:

- Dataset Deduplication – exact duplicates are automatically removed
- Email Thread Deduplication – conversations grouped for easier review; unique variations retained
- File Conversion – documents converted into redactable PDFs for usability

### Step 4 – Data Review (Human Input)

At an additional cost, DPAS will conduct a manual review of the deduplicated data to ensure only data relevant to the request is preserved for redaction

### Step 5 – Output & Redaction Quote

You receive a single, consolidated PDF.

DPAS then provides a fixed redaction quote based on page count, or you can manage redaction internally.



## Stage 3: Redaction and Disclosure Support

Redacting a DSAR is often the most time-consuming and high-risk stage - we remove pressure by ensuring disclosures are accurate, secure, and quality assured.

### Step 1 – Service Initiation

A dedicated account manager guides you through onboarding, aligning the process with your organisation's DSAR policies, or applying our best practice where none exist.

### Step 2 – Data Submission

You upload the required PDFs to our secure sharing portal (Glasscubes).

### Step 3 – Manual Redaction

Our team uses professional tools (Adobe Acrobat, Phaselaw, Nalytics, Nitro Pro) to carefully redact sensitive information, applying judgement beyond automated tools.

### Step 4 – Quality Assurance

A multi-layered review checks every redaction for accuracy and completeness, minimising the risk of disclosure errors.

### Step 5 – Secure Delivery

Finalised, redacted files are delivered via encrypted platforms.

Our team handles employee and customer DSARs with precision, discretion, and objectivity. Every member holds the [BCS Foundation Certificate in Data Protection](#), has completed our [CPD accredited Handling and Redacting DSARs training course](#), and works under Cyber Essentials certification, giving you confidence your data is in safe hands.