

Support for Data Subject Access Requests

Data Subject Access Requests ('DSARs') can prove tricky to handle.

Organisations can be on the receiving end of extensive requests from clients or customers, employees or workers or even members of the public. They are perhaps most common in the context of a dispute, and can be particularly problematic in a workplace context. In an employment context, a disgruntled employee or member may bring a DSAR to gather evidence for a claim or increase pressure with the hopes of securing an exit package.

Dealing with requests can be a headache and their numbers are increasing. In addition to coping with the sheer volume of documents such requests can produce, overstretched IT or HR personnel need to work with concepts which have yet to be defined (for example what is "manifestly excessive"?), apply complex doctrines (such as the law relating to privilege) and balance the rights of others to whom they owe duties (such as how to treat the data of third parties).

Recognising these challenges, we can offer organisations a menu of fixed fee options which mix strategic advice with practical assistance.

Our service

We have a team of lawyers who specialise in data protection and who have a wealth of experience in handling DSARs. We also have paralegals specifically trained to handle DSARs who support our lawyers in reviewing documents and identifying issues before they go out to the Data Subject. This enables us to provide a cost effective and efficient service. In particular, clients value the practical approach and advice we provide in handling DSARs and data requirements.

We support a wide range of organisations in dealing with such requests, including professional service firms, large retailers, pharmaceutical companies and public bodies. We work alongside business managers, in-house lawyers, and HR and IT teams to bring about a joined-up solution.

What our service covers

- Support from a senior and specialist data protection lawyer throughout to advise on the scope of the request and agree a strategy (including an initial response)
- Review and redaction of documentation by our specialist paralegals with second level review by a more senior specialist lawyer
- A senior lawyer drafting a substantive response to the request and enclosing the results

How much does this cost?

We can support many organisations with their DSARs on a fixed fee basis, dependent on the number of documents to be reviewed. Our standard fixed fee ranges are set out as follows.

Number of documents (following de-duplication)	Price (exc VAT)
1,000 - 2,499	£5,000 - 9,700
2,500 - 3,749	£9,750 - 13,500
3,750 - 4,999	£13,550 - 16,700
5,000 - 6,500	£16,750 - 21,500

There may be instances where we need to carry out work in addition to the fixed fee, or agree a bespoke fee. This would be for instances where:

- a lengthier strategic phase is required
- documents received pre de-duplication are over 5GB
- further correspondence with the Data Subject is required
- where there is correspondence with, or action taken by the ICO
- data is held in multiple locations, outside of the UK or the request is multi-jurisdictional
- the documents are likely to require an unusually high level of redaction

We aim to keep costs manageable even in these cases through the use of our specially trained team.

Further data privacy support from Lewis Silkin

We are also able to support organisations on a range of other workplace data privacy issues from day to day queries to bigger challenges such as cross border data flows, background checks and vetting, and ICO complaints. This can be done through the use of toolkits, a 'privacy hotline' for quick queries operated on a fixed fee basis, or capped or fixed fees for specific matters.

We can also provide organisations with tailored training at their offices and e-learning modules.

For more information



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