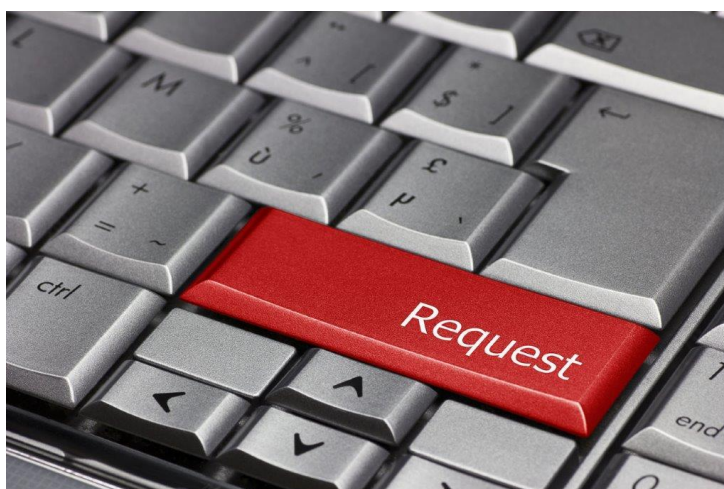




Informational Bulletin. Please pass to your Business & Data Protection Managers

## One West – Subject Access Requests

### Redaction Service



What are you going to do when you get a Subject Access Request & the clock starts ticking?

Quite usually an incoming SAR means a significant and sudden onus to deal with it. We have a highly experienced team able to take the load, providing a SAR Redaction Service.

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Usually, SAR's have to be answered within **one** calendar (not working) month & the number of documents that need reviewing can be in the **000's**.

In the midst of **busy schedules** it can be a **problem** and that is where we come in.

The issues Councils, schools, trusts, care and other organisations face are actually common:

- The right of individuals access to information relating to them is enshrined in Data Protection Legislation. It **can't be ignored** but it's **hard to predict** when a SAR will land.
- Information relevant to the requester can't simply be collated and supplied. It has to be **checked** to ensure information on other individuals is taken out (Redacted). The resultant **impact** on ability to deal with other workload can be **high**.
- Commonly situations are **complex** and actually there are other specific categories of information relating to police, legal and other 3<sup>rd</sup> part information that must also be considered.

SAR's are a good thing – used judiciously they help individuals understand **how** & **why** an organisation is using their data and that they are doing so lawfully.

They can add up to a **lot** of work though and that means other plans get thwarted to the **detriment** of the organisation.

We can help avoid all that and that's why our service is proving attractive.

Commonly there are other benefits if our service is used as an alternative to doing it 'in house':

- We tackle '**hard to handle**' cases. These tend to be the ones which are most disruptive and where the workload is greatest.
  - Our '**experienced eye**' knows what to look for and what needs to be either disclosed or redacted. That means we can get review work done more quickly than might otherwise be the case.
  - We can do as **much** or as **little** as is required but most often we undertake a full review and deliver a complete package ready to be sent.
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- We can **help** with the **technicalities** – for instance there are special rules relating to younger people and requirements to ensure any acronyms in the information reviewed are explained.
- We can **help developmentally** - if wanted we can involve others in the organisation to help upskill them in the complexities of what needs to be done to deal with the SAR correctly.

**We are easy and cost effective to deal with:**

- We always offer a **square deal** – clients only pay for the time put in. This is much more flexible and is less costly than full or half day rates.
- We also offer **Retention agreements** – these ‘banked hours’ are always available to clients and mean that our services can be accessed straight away when needed.
- We have **experienced people** and crucially most often we can start quickly.
- Sometimes SAR’s touch on FOI’s (which might be being worked on at the same time). At other times advice is needed with respect to broader Data Protection matters – we are **experienced** in **all** these fields and can advise.
- Our **track record** in working with our clients is **excellent**. We listen, understand and know what our clients need and what we can best do to support.

If you are interested then by all means **get in touch** – we are always happy to explain more.

You can speak to:

**Steve de-Bruin** [steve\\_debruin@bathnes.gov.uk](mailto:steve_debruin@bathnes.gov.uk)

If you want to check out our website it is [www.onewest.co.uk](http://www.onewest.co.uk)

**Thanks & we look forward to speaking with you.**

**The One West Team**

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**Our mailing address is:**

[One\\_West@bathnes.gov.uk](mailto:One_West@bathnes.gov.uk)

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