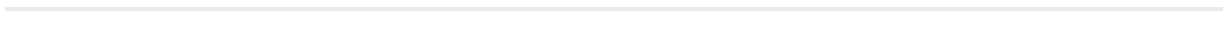




Please pass to your Business & Data
Protection Managers

Subject Access Request **Redaction**

What are you going to do when the
clock starts ticking?



Often an incoming SAR means a significant and sudden strain on available resources. Happily there are other options.

We have a highly experienced team able to take the load, providing a SAR Redaction Service.

Mostly, 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**.

Having the resource to handle it can be a **problem** but it is one where we can help.

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

- The right of individuals access to information relating to them is part of 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 **Redacted** to ensure information on other individuals is taken out. It is a time consuming business.
- Often situations are **complex** and actually there are other specific categories of information relating to police, legal and other 3rd party information that must also be considered.

Undoubtedly 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**.

But:

- They can add up to a **lot** of work 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.

There are other benefits if our service is used as an alternative to dealing with it yourself:

- We tackle '**hard to handle**' cases. These tend to be the ones which are most disruptive and where the workload is greatest.
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- 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.
- We can do as much or as little as is required but usually we undertake a **full review** and deliver a **complete package** ready to be sent.
- 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:

- Ours is 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 give direct access quickly when the need arises.
- 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

If you want to check out our website it is www.onewest.co.uk

Thanks – the One West Team



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Our mailing address is:

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