



Data Protection Services

Service Definition
Document

2025/2026



About DPAS

DPAS is a trusted UK data protection consultancy helping organisations turn complexity into clarity through practical compliance, expert training, and specialist support.

At DPAS, our mission is to engage, educate, and empower organisations. What sets us apart is our compassionate, pragmatic, and client-first approach. We are not here to simply tick boxes for compliance; we genuinely care about your mission and aim to embed data protection into your culture in a meaningful way.

We are committed to helping our clients meet their organisational objectives while maintaining full compliance with legal and regulatory requirements. Our proactive, solution-focused approach enables us to overcome barriers and deliver a consistently high standard of service.

Our client-focused philosophy means we tailor our services to meet the unique needs of every organisation we work with. Our aim is to empower your team with the knowledge and confidence to manage personal data effectively.

With DPAS, you are not just receiving a service; you are gaining a trusted partner who is passionate about data protection and committed to helping your organisation thrive in a changing regulatory environment.

OUR CLIENTS

At DPAS we have a broad range of public, private, and third sector clients many of whom are internationally recognised. Some of our clients include Epilepsy Society, South Western Ambulance Service Trust, The Rhodes Trust, Macmillan Cancer, Devon County Council, Cats Protection, World Animal Protection, London Borough of Barking and Dagenham, 4 Louis, Shakespeare Globe, Nottingham County Council, Parliamentary and Health Service Ombudsman, Scottish Courts and Tribunal Service, Academy Transformation Trust, University of Oxford, and more. References of clients in similar industries can be provided upon request.

OUR COMMUNITY INVOLVEMENT

As a business deeply rooted in Devon, we take immense pride in supporting our local community. This commitment extends to our active involvement with the local premiership rugby club (Exeter Chiefs) and the RFU. Additionally, we believe in investing in the future workforce of our community. We have established strong ties with the local university, providing valuable work placements to students, nurturing their skills and preparing them for the challenges of the professional world.

Our diverse team, hailing from various backgrounds, ensures a well-rounded and inclusive approach to every project. We believe that this diversity is a cornerstone of our strength, enabling us to view challenges from multiple perspectives and deliver innovative solutions.

CORPORATE SOCIAL RESPONSIBILITY

Sustainability is at the core of our operations and we are proud of our efforts to minimise our ecological footprint and promote responsible business practices. We strive to uphold the highest standards of integrity and transparency, ensuring that our actions align with our values and contribute to a more secure, ethical, and sustainable future for all. For more information please see our policy on our website.

COMMITMENT TO CHARITABLE SUPPORT

At DPAS, we're committed to supporting the not-for-profit sector through a range of charitable initiatives, including pro-bono services, free resources, webinars, and complimentary places on our training courses. Each year, we select a charity for focused support, offering free services, guidance, resources, and training to help them achieve their goals. This year, we're proud to be working with 4Louis, a UK charity dedicated to supporting those affected by miscarriage, stillbirth, and the death of a baby or child.

DATA PROTECTION SERVICES YOU CAN DEPEND ON

Pragmatic Approach

We approach data protection law with a pragmatic mindset, working collaboratively to find innovative solutions that ensure compliance without hindering business objectives.



High-Quality Output

We take pride in delivering work of the highest quality. Our meticulous approach to detail and commitment to excellence is reflected in every aspect of our service delivery.

Speed and Efficiency

With the capability and capacity to jump into projects immediately, we ensure timely delivery without compromising on the quality of service.



OUR APPROACH

Whether working with you on a small project, or working as part of your team, our approach remains the same.

◆ Integrate

We will integrate seamlessly with your organisation, ensuring we fully understand and are aligned with your business goals.

◆ Tailored

Each project or service is tailored to you with defined deliverables and outcomes. We understand that no two businesses are the same.

◆ Support

You will have a dedicated account manager who will liaise with you every step of the way.

◆ Reporting

We will always keep you informed every step of the way with mutually agreed KPI's, SLA's, and reporting frequency.

◆ Experience

All our consultants bring a wealth of experience and specialist expertise, qualified to BCS Practitioner level as a minimum.

◆ Relationships

We pride ourselves on building lasting relationships. Communication is the cornerstone of successful business.

Our mission goes beyond just client support, we believe in giving back to the community. Through free conferences, webinars, and educational initiatives, we aim to empower businesses to make informed decisions about their data, protect their people, and drive success. We're committed to educating the world about data protection, training the next generation of experts, and setting a leading example in the industry.

SERVICE INFORMATION

Useful information about contracts.

Availability

The team work 9.00am - 5.00pm Monday to Friday, outside of these hours clients are provided with an emergency data breach line. If your consultant is off, another team member will support your request.

On-boarding

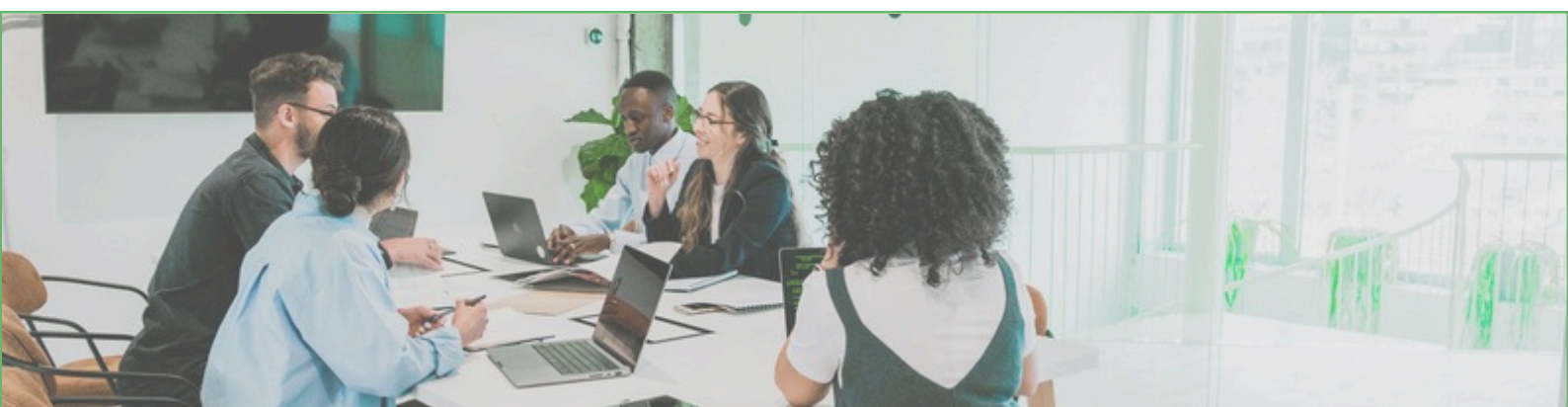
We have a very thorough on-boarding process to ensure complete alignment on commencement of the contract. A comprehensive kick-off meeting will be held to agree expectations and key initiatives.

Quality

Contract performance monitoring and client satisfaction is embedded throughout the contract to ensure clients outcomes are achieved within the agreed timeframes.

Off-boarding

We have a tried and tested off-boarding procedure to ensure that your organisation can move back into BAU smoothly and effectively.



OUTSOURCED OR INTERIM DPO

Our outsourced DPO service is not just about meeting compliance requirements; it's about delivering a comprehensive, strategic approach to data protection and information security. We aim to ensure that your organisation not only fulfils its legal obligations but also fosters a strong culture of data privacy and security across all departments.

NAMED DPO

A named DPO, registered with the ICO. Plus an assigned deputy to ensure consistency.

24/7 BREACH LINE

Dedicated emergency helpline, available 24 hours a day 365 days of the year, ensuring you have access to support in all circumstances.

ACCOUNTABILITY

Support in creating, maintaining, and reviewing, key accountability documentation, such as Record of Processing Activities.

INDIVIDUAL RIGHTS

Advice and guidance on the management of individual rights request. Access to our dedicated SAR team, if necessary

REPORTING

Annual DPO reports, progress reports, and scheduled performance reporting to ensure full service transparency.

AD-HOC ADVICE

On demand advice for all data protection queries, whether it be policy re-writes or a second opinion.

WIDER SUPPORT

Access to support from the entire consultancy team, giving you the ability to leverage a range of expertise.

TICKETING SYSTEM

Assigned ticketing system to ensure a full audit trail. Allowing you full transparency of ongoing support requests and their status.

RISK MANAGEMENT

Assistance with managing the full risk life cycle, from identification, completing DPIA's, mitigation, and ongoing monitoring.

REGULATORY LIAISON

Your dedicated DPO will liaise with the ICO (or other SA's) wherever necessary. Supporting with the handling of complaints, and breaches.

DATA SHARING

Support in drafting and reviewing complex data sharing arrangements. Including international agreements.

UPDATES AND NEWS

Updates on legislative and guidance changes, ensuring you keep ahead of upcoming changes.

OUTSOURCED OR INTERIM DPM

Our Outsourced DPM Service is designed to provide you the same great cover as the DPO services, but at a more 'hands on' level. This service increases your capacity, providing you an extra pair of hands to provide day-to-day support across the data protection function.

NAMED DPM

Access to a lead consultant, allowing them to quickly understand your organisation and offer support fast.

24/7 BREACH LINE

Dedicated emergency helpline, available 24 hours a day 365 days of the year, ensuring you have access to support in all circumstances.

ACCOUNTABILITY

Support in creating and maintaining key accountability documentation, such as Record of Processing Activities, and Retention Schedules.

INDIVIDUAL RIGHTS

Advice and guidance on the management of individual rights request. Access to our dedicated SAR team, if necessary

REPORTING

Your DPM can support in the drafting of progress reports. Providing key metrics and insight into compliance.

AD-HOC SUPPORT

On demand advice for data protection queries where you need an additional pair of hands.

WIDER SUPPORT

Access to support from the entire consultancy team, giving you the ability to leverage a range of expertise.

TICKETING SYSTEM

Assigned ticketing system to ensure a full audit trail. Allowing you full transparency of ongoing support requests and their status.

RISK MANAGEMENT

Assistance with identifying and mitigating risk through the completion of Data Protection Impact Assessments.

DATA SHARING

Support in reviewing complex data sharing arrangements. Including international agreements.

UPDATES AND NEWS

Updates on legislative and guidance changes, ensuring you keep ahead of upcoming changes.

COMPREHENSIVE AUDIT

Our Data Protection Audit service analyses your organisation's compliance with UK GDPR, PECR, the Data Protection Act 2018, and aligns with recognised information security standards, as well as including criteria related to AI, CCTV, FOI, and innovative technologies. The audit criteria is underpinned by provisions within current legislation, regulatory guidance, industry-standards, and established best practices.

Audit Scope

- Governance and Accountability
- Training and Awareness
- Records Management
- Security of Personal Data
- Subject Access Requests and Individuals' Rights
- Data Sharing
- Information Risk Assessment (DPIA) and Management
- Direct Marketing
- Data Breaches
- Use of Surveillance Cameras/CCTV
- Automated Decision Making (where applicable)
- Artificial Intelligence (where applicable)
- Freedom of Information (FOI) (where applicable)

Within each of these focus areas, we will pose a variety of questions to your organisation including questions about the processes, capabilities, policies, and systems that you have in place. DPAS will also review and analyse supporting documentation, and any other evidence provided.

INDEPENDENT

Comprehensive, independent review, completed by a subject matter expert.

ASSURANCE

Provide assurance to the board, suppliers, and customers.

RISK MANAGEMENT

Identify risks and implement effective mitigation with the included action plan.

ROAD MAP

Plan and implement effective change with the road map and plan provided.

Following the audit you will be provided with a comprehensive report that includes sectional breakdowns, key metrics, risk analysis and an action plan. Additionally your report will include an executive summary, ideal for circulating, marketing comparison where possible, and key observations from your auditor.

GAP ANALYSIS

For organisations confident in their existing compliance position or looking for a cost-effective alternative to a comprehensive audit, DPAS offers a focused data protection framework gap analysis. This streamlined service targets core areas of your data protection and information security framework to swiftly identify risks and highlight practical opportunities for improvement.

This service is designed as a rapid, pragmatic evaluation. DPAS will deliver valuable insights that help your organisation understand your current compliance position, effectively manage current risks, and demonstrate your ongoing commitment to data protection best practices.

Our consultants will carry out a concise and focused review, including:

ANALYSIS

A focused analysis of key policies and documentation.

REVIEWS

A high level review of the quality of key compliance documents, i.e DPIA's.

DESIGN

Scrutiny of the implementation of data protection by design and default.

EVALUATION

Targeted evaluation of key documents such as your ROPA.

TRAINING

Examination of your training programmes efficiency and content.

CULTURE

Analysis of the company culture and general themes.

Following the gap analysis, you'll receive a clear, actionable report including:

- A concise overview of your organisation's current compliance position.
- Identification and prioritisation of immediate data protection and information security risks.
- Specific, straightforward guidance on addressing compliance gaps and enhancing your overall compliance posture.

SUBJECT ACCESS REQUESTS

The DPAS team has been providing expert Data Subject Access Request (DSAR) redaction services for over eight years, helping organisations respond to complex requests accurately and within regulatory timeframes. We are the UK leaders in social care DSAR processing and the go to organisation for Councils across the UK. Our team is trained to handle each DSAR with precision, compassion, and discretion, making informed decisions on data relevant to the data subject and third parties.

CASE WORKER

Each case is allocated one key redaction officer to ensure consistency and accuracy throughout.

QUALITY ASSURANCE

DPAS employs a rigorous quality assurance process. Giving you peace of mind.

EXPERTISE

The DPAS SAR team have undertaken extensive, specialised training in the management of access requests.

CAPACITY

DPAS can manage large backlogs, or individual requests, helping build your internal capacity.

HUMAN LED

DPAS relies on human led processes, we do not rely on AI or technology to identify and apply redactions.

POLICY

The DPAS team can provide feedback and advice on existing policy and process, ensuring maximum efficiency.

We specialise in complex and sensitive records, including those from social care services. Our processes are designed to be efficient and scalable, enabling us to handle large volumes of requests without compromising quality. Whether you need to address a single DSAR, manage a backlog, or require ongoing redaction services, our team can help you mitigate risk and meet your statutory deadlines.

We understand that every organisation works differently, and therefore have a thorough onboarding process to ensure alignment on policy and to thoroughly understand expectations. DPAS can also provide partially redacted samples for feedback if necessary.

For each request you will receive:

- Marked copy (a copy with redaction displayed but not applied).
- Release ready copy (a copy of the request with redaction applied, ready for release)
- Supporting information (details on exemptions used, pages removed etc)

CONSULTANCY SERVICES

DPAS can provide ad-hoc consultancy services to support you in one-off projects and tasks. DPAS had a breadth of experience with a range of projects from completion of standalone, complex, DPIA's, to full compliance projects spanning months.

Services include:

POLICY DRAFTING

Creation of data protection, and related, policies from scratch.

ROPA

Development of best practice Record or Processing Activities.

DPIA

Completion of a data protection impact assessment for specific projects.

CCTV

Projects focused on compliant CCTV, including signage, policy, and DPIA's.

DATA SHARING

Review and drafting of complex data sharing, or processing, agreements.

RETENTION

Support in developing retention schedules, policies, and guidance.

INTERNATIONAL

Advice and guidance on international legislative requirements.

INFO SEC

Advice and guidance on meeting information security standards.

WEBSITE

Support in ensuring your website is compliant, including privacy notices and cookie consent.

DATA BREACH

Support and guidance for handling a data breach, mitigating risks, and analysing causation.

DPAS is on hand to support with a variety of data protection tasks, whether it is ad hoc consultancy (charged hourly/daily), or fixed deliverable projects with prescribed deadline and deliverables.

Our consultancy team has a breadth of experience in supporting public sector organisations in the development and implementation of data protection compliance activities.

DATA PROTECTION TRAINING

DPAS can provide comprehensive data protection training for a variety of roles, skill levels, and departments.

We have been delivering training to the public sector for over 7 years, from bespoke sessions to accredited course.

Training course examples:

BESPOKE IG TEAM

Half day sessions to cover the key competencies for any information governance team. Learn how to maintain a record of processing activities, identify and mitigate risk, key features of processing and sharing agreements and more.

ALL STAFF INTRODUCTION TRAINING

short sessions of 2 hours to provide all staff with the basic information needed to ensure you remain compliant. Covering key language and definition, trending topics, and core tasks to ensure everyone is aware of responsibilities.

SAR Training

CPD accredited one day training courses specifically focusing on subject access requests. Learn how to recognise, handle, and respond to requests, including the effective use of redactions and exemptions. Includes practical advice on interpreting the legislation and guidance.

BCS Foundation Certificate in Data Protection

A widely recognised, accredited, course that provides key knowledge for those working within data protection teams, covering a wide range of topics. This course spans 3 days and includes an official exam.

Data Champions Training

A course designed for individual in key roles. Ensuring they understand the key responsibilities of the role of data champions. Includes practical advice, resources, and takeaways to ensure day-to-day operations are as smooth and effective as possible.

DPAS's training catalogue is extensive, and includes a variety of accredited training courses (CPD, BCS, IAPP), alongside the ability to create bespoke courses for a variety of needs. Our trainers have years of industry experience and endeavour to ensure all courses are practical and interactive, ensuring delegates feel equipped to apply new knowledge.

Service	Maximum Cost
Data Protection Officer Services	£850 per day
Data Protection Manager Services	£750 per day
Comprehensive Audit	£8,000
Gap Analysis	£4,000
Consultancy Services	£800 per day
Subject Access Request Redaction	Electronic data - £1.50 per page
	Handwritten - £2.50 per page
Subject Access Request Advice	£650 per day
Public Training Courses (up to 5 days)	£2,050
Bespoke Training Courses (1 day)	£4,900

Standards for Consultancy Day Rate Cards

Office Hours - 09:00-17:00 Monday to Friday

Consultants Working Day - 7 hours exclusive of travel and lunch

Working Week - Monday to Friday excluding national holidays

Volume Discounts - Considered on an individual basis

Note - Rates are exclusive of VAT which will be charged at the applicable rate.



Contact us for more information

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