

Dapian Data Subject Access Requests (DSARs) Freedom Of Information (FOI) Environmental Impact Assessments (EIA) Service Description

For many organisations the relationship between Data Protection and the FOI and DSARs process is completely disconnected. Our toolkit resolves these issues by linking all these products together with all of our other modules.

Our toolkit is intricately woven into the fabric of DPIAs, IAR, RoPA and Data Flows. Enabling organisations to proactively identify and mitigate risks associated with the handling of personal data and pinpointing where data, subject to an FOI or DSAR request, is located within the organisation.

Dapian is integrated with Email inboxes, Webforms and other systems eg complaint systems and CRM tools, to enable the initial request to be seamlessly fed from multiple sources into Dapian for processing. Email integration ensures that all correspondence relating to the DSAR/FOI/EIA is pulled back into Dapian to sit alongside the case.

Our DSARS/FOI facilitates efficient management of requests, collaboration on responses, streamlining processes and enhancing transparency.

Dapian has full auditing and reporting capabilities as well as built-in reminders and prompts for upcoming deadlines or actions required.

Dapian promotes 'Data Protection by Design & Default' and has been designed by a range of public sector organisations and national bodies.

Dapian is fully compliant with the requirements of the General Data Protection Regulation (GDPR).

Features:

Service features

- Case management and collaboration tool for DSARs, FOI & EIR
- Collaborate with multiple colleagues at once
- Mass import of existing case load
- Publicly Publish FOI and EIR responses
- Linking related DPIAs, Information Assets and Record of Processing
- Realtime dashboards, full auditing, tracking, reporting tools and export
- Search and clone duplicate FOI and EIR requests for reuse
- Pre-population of the response template
- Integration with email, CRM portals, document repository systems etc.
- Tracks deadlines and prompts staff to complete activity in time
- Cloud Based
- Mobile/Tablet-Optimised
- Single Sign On Module

Customer responsibilities

Customer responsibilities primarily focus on the issue of 'culture change' within their organisation. Ensuring that staff who have a role to play in FOI or DSARs processes are clear on how Dapian can support them and introduce efficiency.

If Single Sign On is requested then the organisation is required to connect the supplier with a contact who is responsible for the organisation's corporate identity platform.

Onboarding process headlines

- Product demonstration;
- Implementation of Dapian;
- Virtual platform training;
- Go Live.

Ordering and invoicing process

All ordering and invoicing will be handled by Coalescent Ltd, all invoices must be paid within 10 days of the date of issue.

Termination terms

60 days prior to contract end date.

Contact details

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