



# Data Subject Access Requests

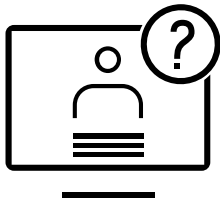
Governing and Automating SARs with Xerox® Services and Smartbox.ai®



Smartbox.ai

**xerox**™

# The DSAR challenge is significant



## KEY CHALLENGES

How to build initial data sets?

How to detect and review Personal Data?

How to reduce risk of error?

How to manage duplicated data?

How to protect organisation reputation?

How to keep track of open cases?

FS&I & TelCo Organisations receive 5000 DSARs on average per year

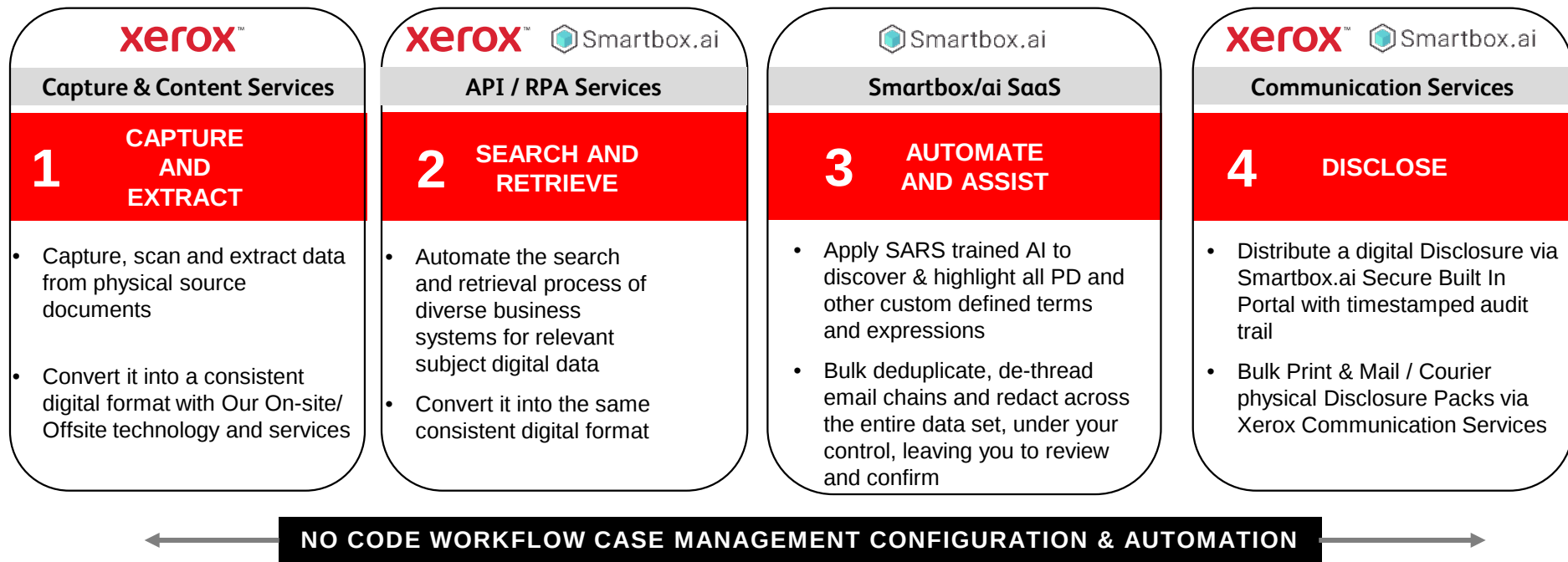
Local Authorities receive 500 – 2000  
NHS Trusts receive 2000 – 10,000

The Information Commissioners Office (ICO) received c. 15,000 DSAR complaints p.a. for 2022, 2023, 2024

The ICO will mandate failing organisations improve within 6 months or risk a fine of 4% of revenue

**XEROX DIGITAL SERVICES and SMARTBOX.AI ARE HERE TO HELP**

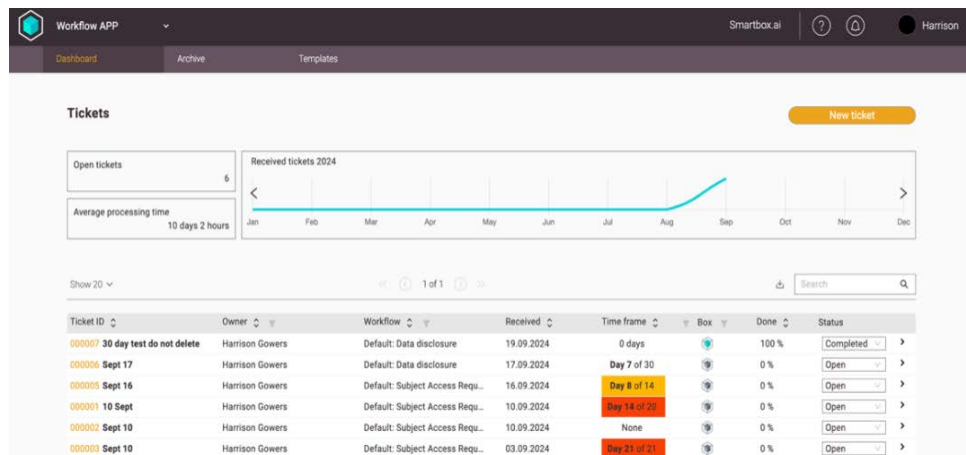
# DSARs: Our End-to-End Approach



# DSARs: Our End-to-End Approach

## Case Management Workflow

- Ticket-based workflow management makes it easy to open, track and close requests.
- Automated workflow moves the tasks & information to the right team/individual.
- Advanced dashboard for easy reporting and time management.
- Automate communication through emails.
- Integrate secure web forms for information collection.
- Custom workflows and templates to match your processes.



# DSARs: Our End-to-End Approach

## This is how it works

### 1 CAPTURE AND EXTRACT

Digitise On or Offsite, your team or ours, converting all non-digital files to a common secure file format

Extract and Transform data from systems and digital stores to the same



On-Site  
MFP/Scanners



On-Site & Off-Site  
High-Volume Center



**CONSISTENT  
DIGITAL FORMAT**

# DSARs: Our End-to-End Approach

## This is how it works

### 2 SEARCH AND RETRIEVE

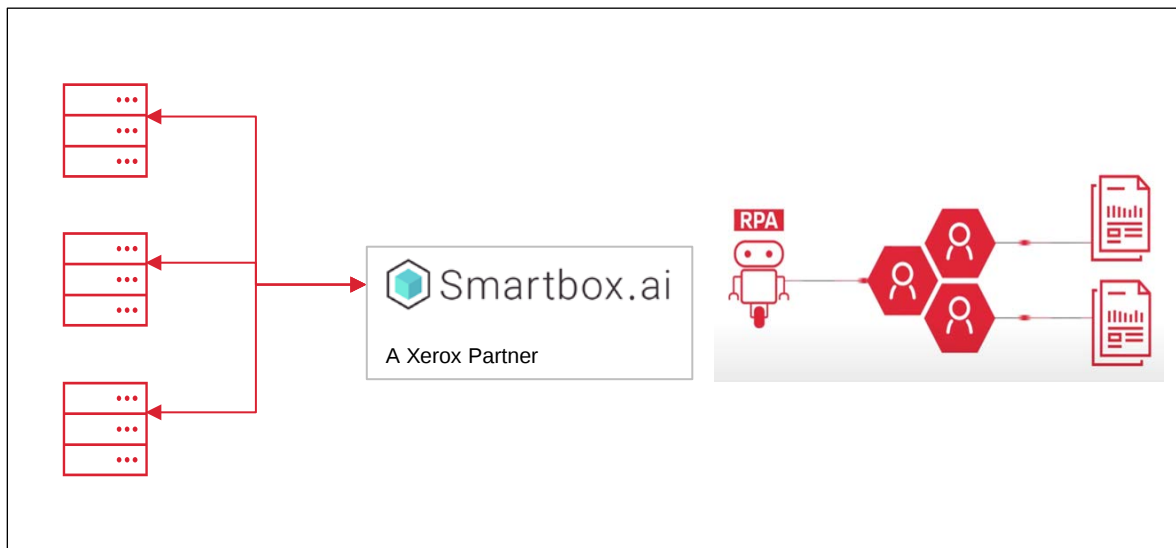
Our Data Connectors securely authenticate and connect with your digital data sources to search and retrieve subject data.

For legacy systems our Xerox® Robotic Process Automation (RPA) 'bots' replace the laborious manual search and retrieval activities.

Data is identified and extracted directly into Smartbox.ai.



A Xerox Partner



**xerox**™

# DSARs: Our End-to-End Approach

## This is how it works

### 3 AUTOMATE AND ASSIST

Discover all Personal Data and save time and money, while reducing risks.

#### KEY CAPABILITIES:

- File conversion and OCR/ICR
- Personal Data automatically identified & highlighted
- Data de – duped (duplicates, near duplicates, email de-threading)
- AI assisted redaction across entire data set
- Collaboration across user groups
- Risk Indicators – User defined dictionaries / pattern matching
- Contamination analysis
- Documents ready for quality review and disclosure

**ENABLING THE SEARCH, REVIEW AND REDACTION OF HIGH VOLUMES  
OF INFORMATION AT SPEED**

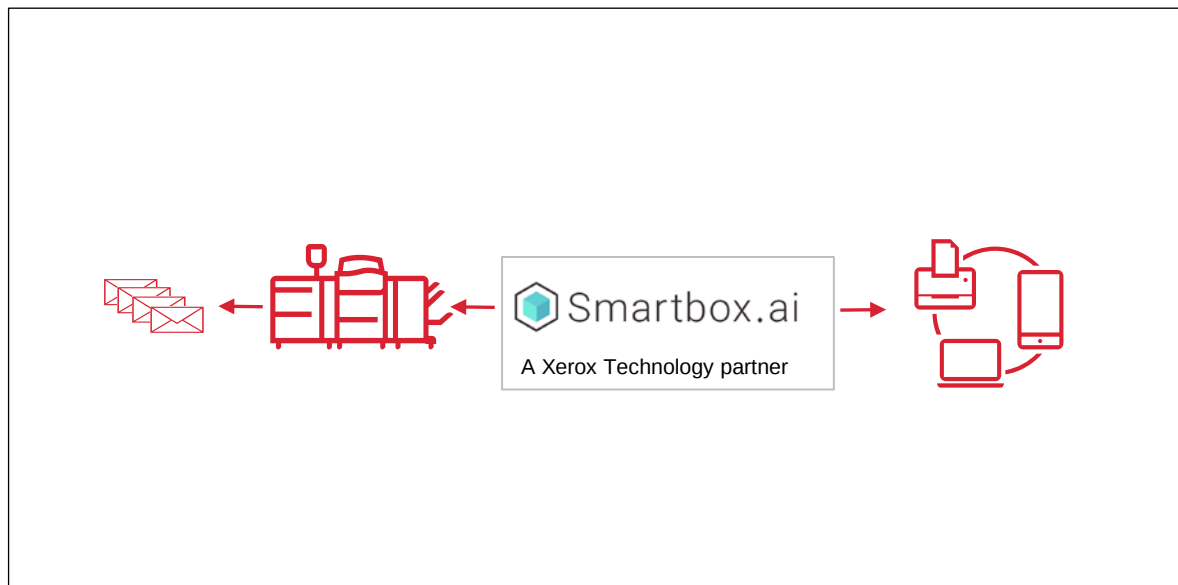
# DSARs: Our End-to-End Approach

## This is how it works

### 4 DISCLOSURE

The Smartbox.ai Portal provides a secure access point for Requestors to submit information (ID, Proof of Address) and retrieve the SAR digital Disclosure package.

Xerox® Mail Services print single / multiple copies of the Disclosure Package and distribute via post, recorded delivery or secure courier delivery.

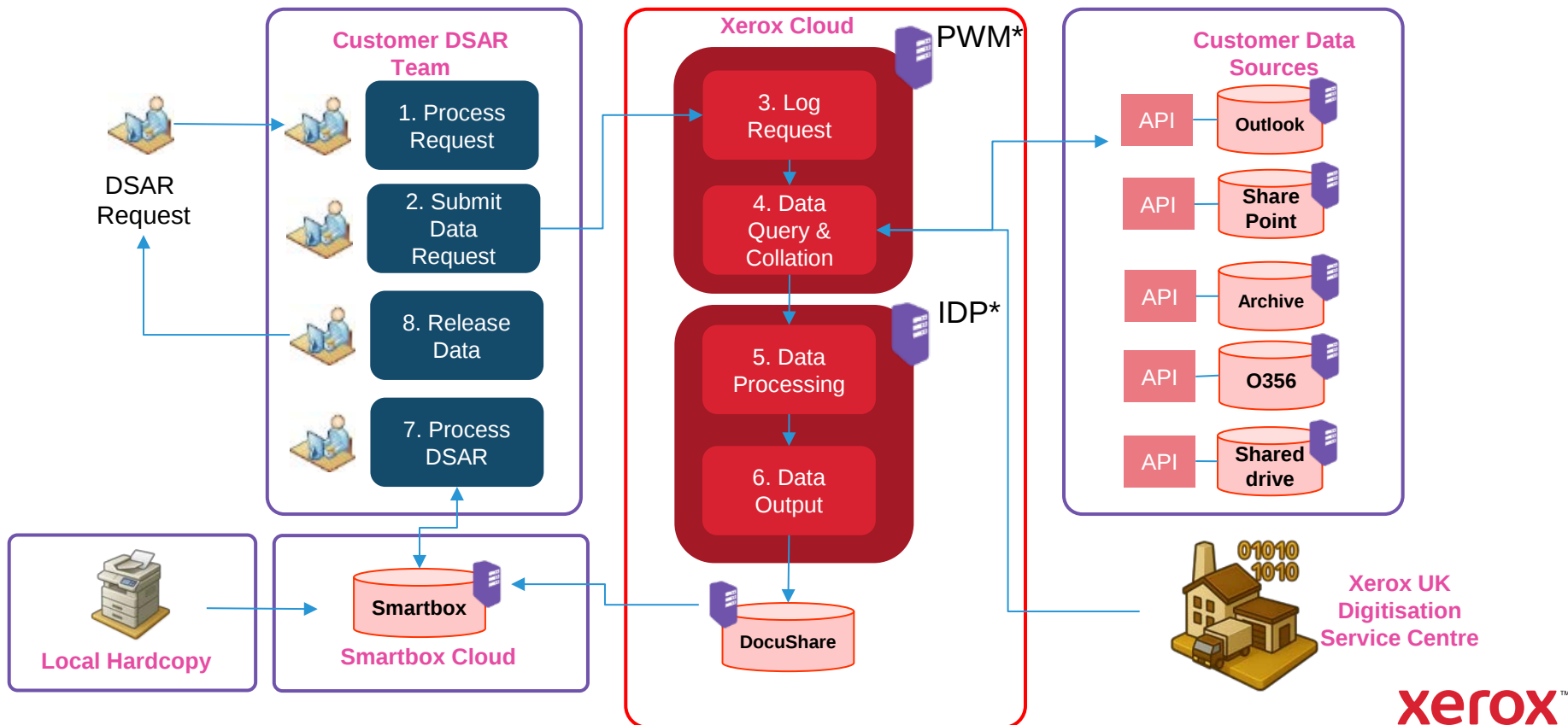


# DSAR Query, Automated Data Collection and Delivery

\*PWM – Production Workflow Manager

\*IDP – Intelligent Document Processing

On Prem / Cloud DCs are all UK based



**xerox**™

# Need help with your DSARs?

## Look no further.



### Automated Secure Detection of Personal Data

We provide the foundation to comply with requirements across regulations such as GDPR and help reduce risk of leaky workflows.



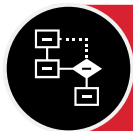
### Improved Accuracy

Human review accuracy typically sits at 60-70%, whereas AI at +85%.



### Search, Review and Redact at Speed

Hyper-fast processing capability saves organizations time and improves the accuracy of the search and review process.



### Managed Workflow

Multiple reviewers, audit trails and enhanced collaboration to simplify the process.

## PROCESSING EXAMPLE<sup>1</sup>

1 BOX:

1000 Files  
5000 PD Values  
72000 N° of Redactions

FROM:

MANUAL TIME TO REDACT  
1 WEEK

TO:

AI TIME TO REDACT  
15 MINS!

"It takes us about 20 hours per DSAR, with this it takes 2 to 2.5 hours"

**Smartbox.ai user**

Save Time, Avoid Cost, Reduce Risk, Protect Reputation

SOURCE: (1) Smartbox.ai



A Xerox Partner

