

Optimizing data subject access request (DSAR) processes with OpenText Axcelerate

Increase efficiency, reduce resource overhead and lower costs



Easily identify data subject information using filters and machine learning



Redact sensitive data manually and in bulk with a built-in redaction tool



Streamline assessment of discovered data with heads up review



De-risk producing data subject deliverables with production imaging

Data subjects (individuals) residing within the EEA have newly defined rights under the GDPR enabling them to understand what personal data an organization holds about them, ensure the information is accurate and request the amendment and delete or transfer their personal information. As a result of the way organizations generate, store and distribute data (including the personal data), these new rights pose significant challenges to organizations when identifying, verifying and supplying the data back to the individual.

Many organizations struggle with where to start when receiving data subject access requests (DSARs)—burdened by searching numerous data sources, assembling results by hand, performing manual redactions and compiling the content to deliver back to the data subjects.

OpenText provides an efficient, automated and flexible approach that enables organizations to respond to the DSAR within the one-month timeframe. OpenText™ Axcelerate™, a discovery, review and investigations platform, significantly reduces resource overhead, the costs involved in responding to DSARs and lowers the overall burden of the DSAR.

Axcelerate facilitates expedient retrieval of personal data from multiple data sources, including cloud and off-cloud repositories, automates redaction of personal information, displays data in a highly visualized manner to aid assessment, provides technology-assisted review to prioritize workloads and standardizes the final data subject content production.

When organizations need to scale without investing in additional resources, OpenText can provide supporting services to meet the demands, including content collection services, managed review and DSAR processing consulting expertise.

Easily identify data subject information

Key features of Axcelerate DSAR discovery capabilities include the following:

- **Smart filters:** Narrow the scope of review with simple point-and-click-controls that leverage more than 50 metadata fields, from the basics, such as date, source and file type, to advanced communication properties. Filters can also be used to focus queries on HR-related data sources for requests from current or past employees versus consumer-centric sources for DSAR requests from customers.
- **Predictive filters:** Gain insight into the most relevant privacy terms that are most likely to yield accurate results. Predictive scores are continuously updated via unsupervised machine learning to provide guidance on the most effective terms in order to find the personal data.
- **Technology-assisted review:** TAR based on continuous machine learning prioritizes the most likely content across virtually any data set by continuously suggesting new documents for review based on personal data already identified.
- **Entity extraction:** Extract people's names from all content in the review to aid the identification of other individuals who may require additional consent or redaction prior to production.

Redact sensitive data manually and in bulk

Automated data detection finds virtually any identifiable pattern, such as credit card numbers and email addresses, across either individual or thousands of documents, saving time, labor and costs while protecting against the inadvertent exposure of confidential data. Axcelerate's built-in redaction capability supports custom redaction targets and transparent 'in-view' redaction highlights to aid the quality control phase or pre-release inspection directly on the proposed documents within the system.

Furthermore, Axcelerate makes light work of data excerpts, where it is preferable to deliver just the text and not the document or its redactions. Text may be inserted into review screens and produced as annotated 'slip-sheet' documents, saving time and effort while avoiding the risk of inadvertently producing non-disclosable content.

Through advanced text analytics, Axcelerate aids DSAR efforts by extracting people's names within the files related to the data subject, which can be automatically redacted to avoid breaching another person's privacy while trying to fulfill the rights of the requestor.

The OpenText advantage

Typical DSAR process

Eyes-on manual review of every document

Manual redaction

Manual reporting

DSAR process with Axcelerate

Automated acquisition and discovery of sensitive information, including advanced analytics and TAR

Automated and assisted sensitive data detection and redaction

Automated reporting with built-in quality control processes

➔ For more information
please visit the OpenText
Axcelerate product page

Streamline assessment of discovered data

Once data has been acquired, Axcelerate empowers reviewers to rapidly assess the relevant information, without setting eyes on each and every document. Heads up review exhibits all of the data and their associated files in a highly visualized display, so reviewers can quickly proceed item by item and clear the requests much faster. Accuracy and confidence are also substantially enhanced because heads up review aggregates all the relevant information in a highly accessible fashion, while highlighting key privacy terminology to mitigate against missing or overlooked data.

When review teams need to scale review resources without investing in temporary staff or outside counsel, OpenText managed document review experts can help design the most efficient review process and deliver on the review requirements on the organization's behalf.

De-risk producing data subject deliverables

Production workflows and their associated rules are easily configured to produce either single documents or families of documents related to the individual. Users simply select the responsive and validated results set and add them to a production workflow, where the export production wizard delivers the output imaged and redacted ready to be shared with the data subject.

Services available:

- Content identification and collections services
- Managed review services to process identified data
- DSAR process consulting services

OpenText leverages robust discovery technology, from collections through production, to help companies streamline the DSAR process. Unlike other solutions, Axcelerate delivers across the entire workflow from data identification to data delivery in a single platform that can be flexibly deployed to support specific client needs and processes. Integrated culling, review, machine learning, redaction and production automation improves efficiency in order to minimize DSAR costs while lowering the risk of disclosing incorrect information.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: [opentext.com](https://www.opentext.com).