

Optimizing data subject access request processes using OpenText eDiscovery technology

Respond with speed, accuracy and security



Quickly cull document and data volumes to identify sensitive information



Streamline the assessment and review of discovered data



Automate sensitive data redaction



Deliver de-risked data to the requestor



Manage and satisfy requests securely

Satisfying data subject rights requests (DSAR/SRR) is one of the most fundamental and most challenging requirements within the General Data Protection Regulation (GDPR) and California Consumer Privacy Act (CCPA)—requiring scale, speed, accuracy and security. Rather than taxing budgets and resources by investing in new technology and processes, forward-thinking organizations are using existing eDiscovery solutions for secure, efficient and always-accessible response.

Enterprises need to comply with the GDPR, CCPA or any number of national or state-based data privacy laws that are being developed. One of the most challenging aspects is responding to DSAR/SRR, which gives individuals newly defined rights to understand what personal data an organization holds about them, ensure the information is accurate and request the amendment, deletion or transfer of their personal information. To avoid financial and business risk and meet tight response times, DSAR/SRR processes must be secure, scalable and accurate.

OpenText provides highly secure and scalable cloud-based eDiscovery technology, OpenText™ Axcelerate™ and OpenText™ Insight™, that enables organizations to respond to DSAR/SRR efficiently from anywhere—even by a remote workforce—eliminating the costs and inefficiencies of manual processes.

DSAR/SRR Solution Features

OpenText eDiscovery technology is purpose-built to expedite the retrieval of personal data from multiple data sources, including cloud and off-cloud repositories, automate redaction of personal information, accelerate assessment via data visualizations, prioritize review by surfacing the most responsive content using technology-assisted review based on continuous machine learning (TAR 2.0), and automate and standardize the final delivery of content to the consumer/requestor.

Quickly cull document and data volumes to identify sensitive information

Enterprises can quickly narrow the scope of review with robust processing and culling tools. For example, simple point-and-click-controls leverage metadata fields—from the basics, such as date, source and file type, to advanced communication properties. Smart filters focus queries on HR-related data sources for requests from current or past employees versus consumer-centric sources for requests from customers. Multi-faceted simultaneous search allows for multiple concurrent queries to be fielded in tandem to reduce the steps to find relevant personal information.

Streamline the assessment and review of discovered data

OpenText eDiscovery technology 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 quickly. Representative features include:

- 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 and coded as such by reviewers—and is proven to reduce the total cost of review by up to 80% and more than 20% over other eDiscovery platforms with less adaptive models.
- Automated extraction of individuals' names from all content in the review to identify other individuals who may require additional consent or redaction prior to production (Accelerate only).
- Organizations can quickly view just data excerpts when it is preferable to deliver just the text and not the document along with 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.

Additional features include aggregating the relevant information in a highly visual display and highlighting key privacy terminology to substantially enhance accuracy and mitigate against the risk of missing data.

Automate sensitive data redaction

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, manual labor and costs while protecting against the inadvertent exposure of confidential data. Built-in redaction 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.

Automated quality control (QC) tools check that all data flagged for redaction has been properly redacted prior to delivery.

For more information please visit [OpenText Discovery](#).

Deliver de-risked data to the requestor

Delivery of data to the requestor is easy. 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 redacted output ready to be shared with the data subject.

Manage and fulfill requests securely

The last thing an enterprise needs is a security breach or data privacy compliance infraction that exposes an individual's sensitive information and opens the organization up to financial and reputational risk. OpenText employs multi-layered defense at the infrastructure, application, network and physical security levels to affirm the most stringent security levels. End-users, whether working on-premise or remotely from virtual or home offices, are restricted to OpenText eDiscovery technology by granular role-based access. Further, in-platform features and tools, from automated data identification and redaction with self-triggered quality assurance (QA) checks, restricted downloading and exporting of documents and other automated capabilities ensure that sensitive data is protected.

Services:

- Content identification and forensic collections services
- High-efficiency managed review services
- DSAR/SRR process consulting services

Trusted by major government agencies and a majority of Fortune 100 companies and global law firms, OpenText eDiscovery technology, from collections through production, helps companies streamline the DSAR/SRR process. Unlike other solutions, OpenText eDiscovery technology delivers across the entire workflow from data identification and collection to analysis, review and 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 compliance 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.