DSAR MANAGEMENT WORKFLOW

ACOMPLI

Structured intake to auditable delivery

Manage data subject access requests from public submission through identity verification, data collection, redaction, and response delivery — with complete audit trails and regulatory deadline tracking.

- 01 Intake
- 02 Discovery
- 03 Redaction
- 04 QA
- 05 Response
- 06 Delivery

Every request tracked. Every deadline visible. Every response auditable.

01

INTAKE & VERIFICATION

A public portal for structured submissions

A public-facing portal lets data subjects submit access, erasure, rectification, and portability requests directly. Each submission captures requestor details, selects the applicable regulation, and generates a unique reference number.

Identity verification follows — document upload, staff review, approval or rejection — before processing begins. The portal supports two-way messaging and status checks without requiring an account.

Multi-regulation support

GDPR, UK GDPR, CCPA, LGPD, PIPEDA, and POPIA — each with configurable SLA timelines.

Identity verification

Document upload with staff review. Requests cannot advance until identity is confirmed.

Request types

Access, erasure, rectification, and portability — each with tailored workflows and response templates.

Requests cannot advance until identity is confirmed and the submission is complete.

02 DATA DISCOVERY

Search connected systems for the data subject's records

Acompli queries multiple sources in parallel — HubSpot, ServiceNow, Microsoft 365, Jira, and custom API connectors — with real-time progress streaming for each connector.

Discovery results are reviewed, validated, and attached to the request before moving forward. Each connector tracks sync history, supports manual triggering, and surfaces connection errors for fast resolution.

Parallel search

Query multiple systems simultaneously with real-time progress streaming for each connector.

Pre-built connectors

HubSpot, ServiceNow, Microsoft 365, Jira — plus custom API connectors for internal systems.

Result validation

Review and validate discovery results before attaching them to the request for processing.

Each connector tracks sync history and surfaces connection errors for fast resolution.

03

REVIEW & REDACTION

AI-powered PII detection with human review

AI scans collected documents and flags sensitive entities — email addresses, phone numbers, national identifiers, credit card numbers, names, and addresses. Each finding is surfaced for human review.

Confirm, reject, or edit each detection. Bulk operations handle high-volume documents efficiently. Reusable zone templates standardise redaction across recurring document formats.

PII Scan — Employee Records.pdf

Email address	12 found	Redact
Phone number	4 found	Redact
National identifier	2 found	Review
Credit card number	1 found	Redact
Full name (subject)	8 found	Keep
Postal address	3 found	Review

Reusable zone templates standardise redaction across recurring document formats.

04

QUALITY ASSURANCE

Template-based QA before any response is sent

QA checklists ensure every request meets your organisation's standards. Items are checked, notes are added, and completion is tracked with a progress indicator.

The stage cannot advance until all required items are verified. Checklist templates are configurable per request type and regulation, so teams can enforce consistent quality across the programme.

Checklist verification

Every required item must be checked before the request can advance to the response stage.

Configurable templates

Define QA checklists per request type and regulation. Adapt standards as requirements evolve.

Notes and attribution

Add notes to each checklist item. Every check is attributed with user and timestamp.

The stage cannot advance until all required items are verified.

05

AI-ASSISTED RESPONSE

A multi-phase AI pipeline drafts the response

An intake analyst assesses complexity, a data collector scopes the search, a response drafter generates a regulation-compliant letter citing relevant articles, and a compliance reviewer verifies the output.

The result is a draft — not a sent response. Your team reviews, edits, and approves before delivery. Response templates are reusable and configurable per regulation.

1. **Intake analyst**
   Assesses request complexity and scope
2. **Data collector**
   Scopes the data search across sources
3. **Response drafter**
   Generates regulation-compliant letter citing relevant articles
4. **Compliance reviewer**
   Verifies output against regulatory requirements

The result is a draft for human review — never sent automatically.

06

DELIVERY & ARCHIVE

Package, deliver, and preserve with full audit history

Package response documents, select a delivery method, and send. The data subject receives confirmation through the portal with access to download their response.

Completed requests move to a searchable archive with full audit history, time tracking records, and compliance metadata preserved. Configurable retention policies support automatic purge and anonymisation.

PORTAL

Data subject download

Secure portal access for the data subject to download their response and supporting documents.

ARCHIVE

Searchable archive

Full audit history, time tracking, and compliance metadata preserved in a searchable archive.

RETENTION

Configurable retention

Automatic purge and anonymisation policies ensure data is not held longer than necessary.

AUDIT

Complete audit trail

Over 20 tracked action types with full user attribution, timestamps, and change detail.

Every response carries its verification trail, redaction log, and compliance metadata.

CAPABILITIES

Built for compliance teams

Public submission portal

Branded, accessible portal — request type selection, regulation mapping, file attachments, and status checks with two-way messaging.

Deadline & SLA management

Colour-coded countdowns, extension requests with structured reasons, and configurable SLAs per regulation and workflow stage.

Redaction & transcription tools

Standalone redaction with zone templates and transcription hub with speaker diarisation, PII scanning, and redacted audio export.

Team collaboration

Threaded comments, task assignment with priority tracking, bulk operations, and centralised task views across the team.

Workflow configuration

Define stage ordering, SLA targets, required fields, approval gates, and automatic task creation — with versioning and rollback.

Reports & analytics

Stage distribution, priority breakdown, volume trends, SLA compliance, and time tracking — with CSV export and configurable periods.

Business groups

Hierarchical organisation with manager assignment, scoped visibility, and group-level reporting.

Bulk operations

Batch assign, stage change, and document scanning across multiple requests simultaneously.