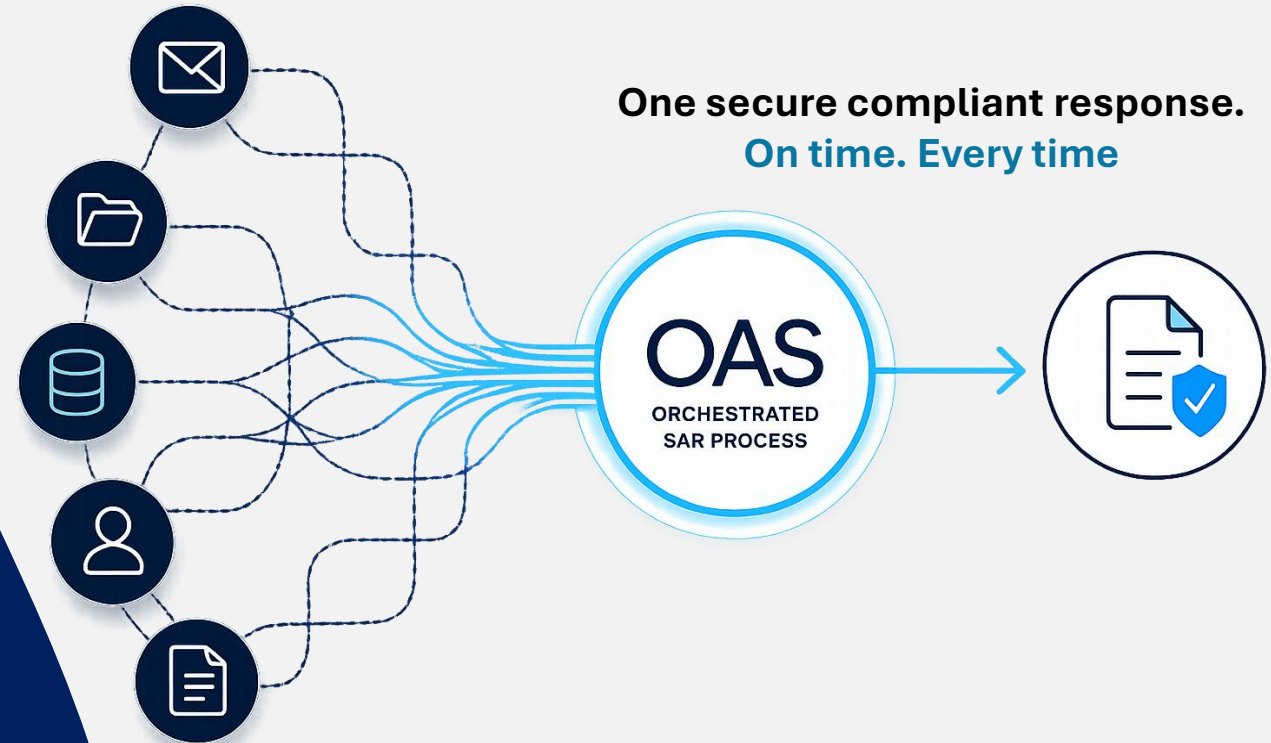


The Future of Subject Access Requests

Moving from isolated automation to
connected orchestration



The Scale of the Challenge

Operational Pressure is Rising. Performance is Falling Short

Subject Access Requests are increasing faster than councils can respond.

Complaints Continue to Rise

42,315

Data protection complaints received by the ICO in 2024/25.

Information Commissioner's Annual Report

Regulatory Consequences

Formal ICO Action

Persistent failure to meet statutory Subject Access Request obligations may result in formal ICO regulatory action.

Can the right of access be enforced?

Demand Exceeds Capacity

30%

of complaints responded to within 90 days. **Target: 80%**

Information Commissioner's Annual Report

Demand Continues to Grow

Up to 72,000

Complaints forecast by the ICO for 2025/26

Information Commissioner's Annual Report

Today's pressures aren't being driven solely by increasing demand—they're also the result of fragmented processes, disconnected automation and manual coordination across multiple systems.

By connecting workflow, digital workers, AI and human expertise into one governed operating model, councils can:

- Reduce manual administration across the SAR lifecycle
- Improve visibility of every live request and statutory deadline
- Coordinate people, systems and automation through one workflow
- Deliver faster, more consistent and compliant Subject Access Requests

Summary Access Requests are becoming increasingly complex.

Information is fragmented across many platform and network folders

Multiple Systems

Information is across many applications.

Multiple Repositories

Data is stored in different locations and formats.

Multiple Departments

Records are held across the organisation.

The process can be difficult to administer & coordinate

Communications

Chasing updates and clarifications adds significant time.

Deadlines

Statutory timescales are hard to manage as complexity increases.

Document handling

Locating, merging and preparing documents is labour intensive.

Human judgement remains essential

Disclosure Decisions

Identifying what must be disclosed requires professional judgement.

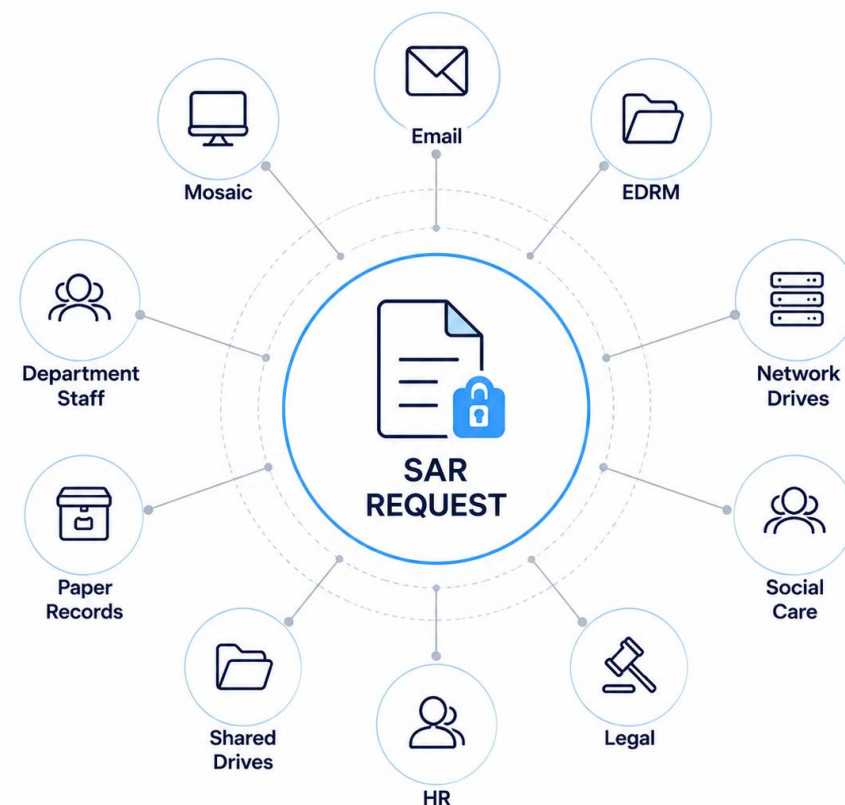
Safeguarding

Protecting vulnerable individuals is critical.

Contextual identification

Understanding context reduces risk of inappropriate disclosure.

One request...

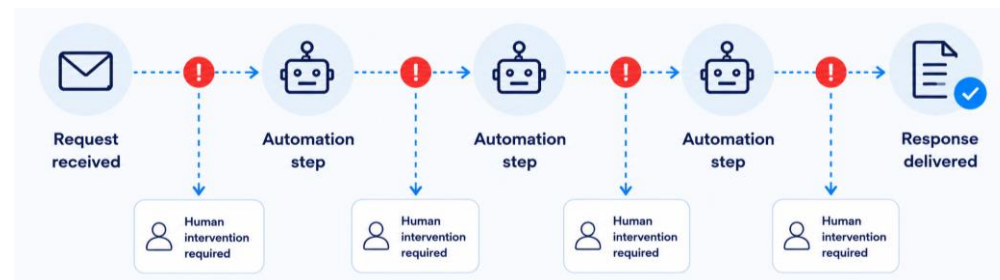


...requires coordination across the entire organisation.

Why Basic Automation Alone Doesn't Solve the SAR Challenge

EXISTING APPROACHES	OAS APPROACH
Individual automations operate within separate council services.	Orchestrates one connected Subject Access Request process across the council.
Information is retrieved separately from multiple departments and systems.	Coordinates information gathering across services through one governed workflow.
Teams rely on emails, spreadsheets and manual follow-ups.	Automates task allocation, reminders, escalations and progress tracking.
Requests move between teams with limited visibility.	Provides one governed case with complete end-to-end visibility
Progress is difficult to monitor across multiple contributors.	Gives real-time visibility of workload, deadlines and bottlenecks.
Staff manually coordinate information, prepare disclosure packs and review documents for identification risks.	Digital workers and AI reduce manual effort while authorised officers retain disclosure decisions.

Manual document review is one of the largest operational burdens in the SAR process. OAS uses AI safely and conservatively to reduce this effort while keeping disclosure decisions under authorised human control.



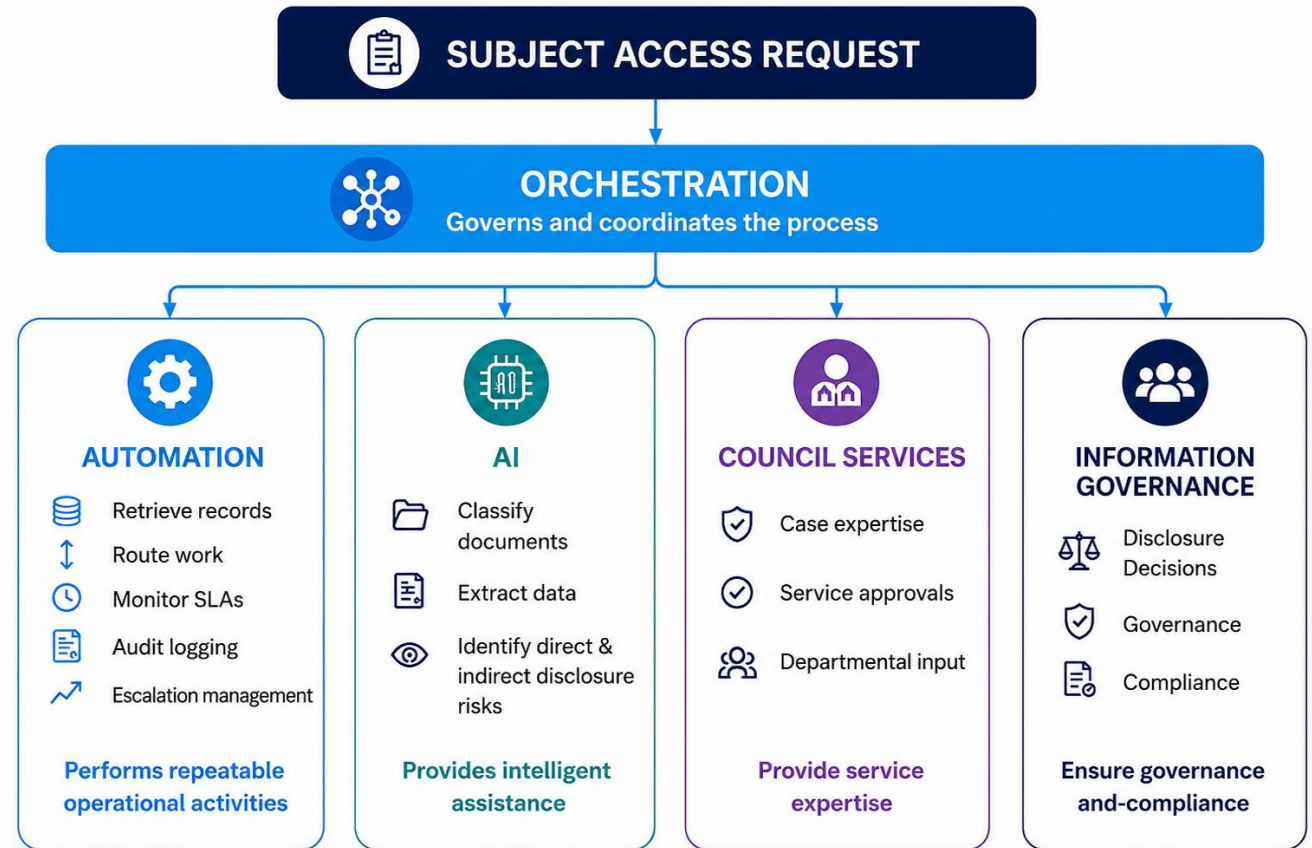
- 1 No end-to-end visibility of SAR progress and risk.
- 2 Unclear ownership of actions and outcomes.
- 2 Delays caused by handovers, chasing and rework.
- 4 Higher risk of missed deadlines and non-compliance.
- 5 No single source of truth for performance and insight.
- 6 Hidden backlogs and bottlenecks increase the risk of missed statutory deadlines.

One Connected Operating Model For Subject Access Requests

The OAS orchestration layer helps councils deliver Subject Access Requests consistently, transparently and within statutory timescales by connecting services, systems and people into one governed operating model.

By connecting council services, existing systems, digital workers, AI-assisted activities and accountable human decision-making into one governed workflow, OAS reduces manual coordination, automates repetitive operational tasks and provides complete visibility across every stage of the Subject Access Request process.

The result is greater confidence that every request progresses efficiently, every action remains traceable and every disclosure is supported by complete governance, auditability and operational visibility from receipt through to response.



OAS coordinates people, services, systems, digital workers and AI into one governed workflow while authorising council officers retain responsibility for statutory decisions.

How the Operating Model Changes Delivery

Current Operating Model	OAS APPROACH
Requests enter through multiple, disconnected channels.	Requests are identified and registered through a governed intake process.
Staff chase records manually across systems.	Digital workers coordinate information gathering across council services and existing systems.
Documents are assembled and reviewed manually.	Records are automatically indexed, de-duplicated, classified and prepared for review.
Redaction depends heavily on individual judgement, stamina, and repetitive reading.	AI highlights direct and indirect disclosure risks while authorised staff retain control. The model learns from human input increasing indirect identification.
Deadlines are managed through spreadsheets and reminders.	SLAs/KPIs, and intermediate milestones, alerts and escalations are built into the workflow.
Quality is checked late in the process (or not at all).	Completeness, redaction and approval controls operate throughout the case.

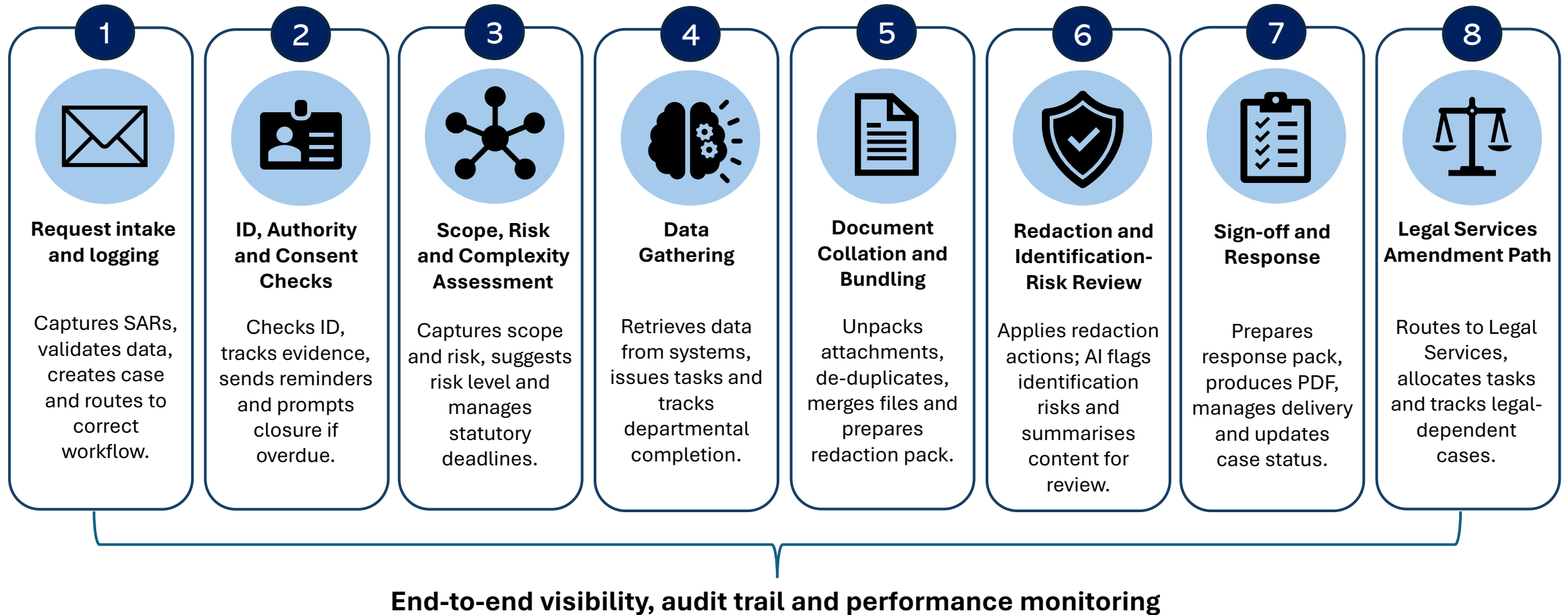
Orchestration coordinates each step of the Subject Access Request lifecycle.

It brings together people, systems, digital workers, AI and governance into a single controlled workflow, ensuring every required activity, review and approval is completed in the right order, by the right people, at the right time.

The result is a coordinated, transparent and governed process where nothing is overlooked, and every case progresses with confidence and is delivered on time.

The SAR Process Overview

✓ Delivering requests within statutory timescales



The Benefits

Transforming how councils manage Subject Access Requests



Significant reduction in cycle time (human effort)

Well over **75%** achievable depending on the amount of human effort removed.



Reduction in collation and bundling errors

Fewer mistakes, less rework and higher quality redaction packs every time.



Reduction in the time taken to redact documents

AI technology can auto redact and facilitate human approval. Staff can add new redaction criteria and the model learns.



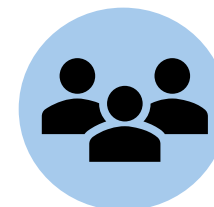
Overall reduction in lead time

All SARs resolved in statutory timeframes, improving compliance and reducing escalation risk.



ROI delivered within year 1 of deployment

Measurable return through reduced manual effort, improved efficiency and lower operational cost.



Better outcomes for people and teams

Happier residents, more productive teams and greater confidence in your processes.

Contact us to discover how OAS can help your council reduce cost, improve your SAR compliance and deliver faster, more consistent outcomes.

GET IN TOUCH

Transforming Subject Access Requests through orchestration, automation and governed AI.

The result is reduced manual effort, greater visibility, improved governance and more consistent statutory compliance—without replacing your existing systems.



enquiries@globaloas.com

Arrange a conversation with our team to explore where intelligent orchestration could deliver the greatest value across your Subject Access Request process.

The OAS logo, consisting of the letters 'OAS' in a bold, blue, sans-serif font. The 'A' is stylized with a red square dot above it. The logo is positioned on a glass wall in the background of the office setting.