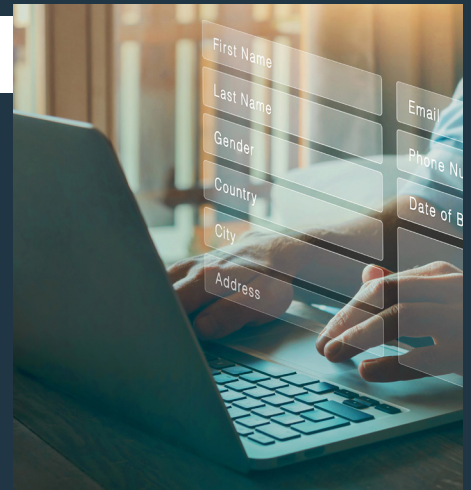


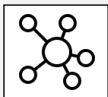
Data Subject Access Requests (DSAR)

Responding to data subject access requests (DSARs) is often a race against time, while cost and risk hang in the balance. In this case, TCDI employed an AI-enabled approach to transform a traditionally manual process into a streamlined, efficient workflow, reducing data volume early and enabling faster, more focused review.

By applying AI across processing and review, the organisation significantly minimised effort while maintaining compliance and control.



AI-Enabled Workflow



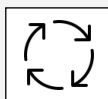
Enterprise Data Mapping

Ensure a complete and defensible collection scope



Communication Intelligence

Surface relevant conversations and relationships



SMART Data Processing

Improve downstream review accuracy



GenAI Autonomous Review

Prioritise documents for review with speed and consistency



GenAI / AI Redaction

Reduce manual effort and minimise human error

TCDI Use Case

The Story Behind the Results

The process began with eight custodians, each contributing to a pool of over 13,400 emails and attachments. Rather than pushing this entire dataset into traditional review, the team applied AI at the earliest stages. Communication Intelligence tool analysed message patterns and context, while our SMART data processing workflow improved the quality and searchability of the data.

From there, AI-driven exclusion and deduplication removed more than 10,000 irrelevant or redundant documents. This dramatically narrowed the scope before any human reviewer needed to engage. What remained, just over 3,000 documents, represented the most relevant and actionable data.

With a smaller, higher-quality dataset, reviewers could work faster and more accurately. At the same time, generative AI supported consistent identification of sensitive information and streamlined redaction. The end result was a DSAR response delivered with faster turnaround, clear auditability, reduced risk, and significantly lower cost.