

How to
review a SAR
on OneTrust

**Believe in
children**



Barnardo's

Your aim as Data Protection Manager is to have an overview of SARs being completed within your area of the business. You should consider whether the SAR responder has undertaken the task appropriately and engaged you where necessary during the process.



Was there any reason not to provide information – were you consulted?



Did the SAR responder meet the deadline?



If the deadline was extended – were you consulted?



Have they provided you with enough information in the brief summary?

File Message Help Tell me what you want to do

Share to Teams Mark Unread Find Zoom

(Request ID: GCKKE38YCS) You have been assigned to a Subject Access Request to approve



On Behalf Of Barnardos <noreply@m.onetrust.com>
To dpo

Reply Reply All Forward

Tue 14/09/2021 13:02

If there are problems with how this message is displayed, click here to view it in a web browser.



Dear DP Test (Test User),
A Subject Access Request has been submitted from your business area.
Please use the button below to navigate to the Subject Access Request Portal in order to review and approve.

(No Comments)

[View Request](#)

If you have any questions, please contact a member of the Data Protection Team.

This email was sent from Barnardos's.

When a SAR is submitted, you will be notified via email

DATA SUBJECT REQUESTS

Believe in children Barnardos

10 Barnardos

Data Subject Request Details

Submitted

Requests > GCKKE38YCS

Workflow:
Barnardo's Record a SAR

Approver:
DP Test (Test User)

Managing Organization:
Barnardos

Date Opened:
09/14/2021 01:02 PM

Extended:
No

Deadline:
09/24/2021 01:02 PM

Resolution:

Web Form (Version):
Data Subject Access Request (V16)

Apple Orange

Request ID: GCKKE38YCS

Request Type: Opt out

Subject Type: A Member of the Public

Any other name known as in Barnardo's (if appropriate): Apple Pear

Brief summary of request: Data Subject is requesting CCTV images of them in Barnardo's-run office space

Show More

SUBMITTED APPROVED Advance

Submitted

Once you have reviewed the SAR, advance by clicking on either 'approved' tag or the 'advance' button. Please ensure you click 'confirm' on the pop-up notification.

ID Verification Subtasks **Activity** History

The SAR details will appear

Expand and review all details by clicking 'show more'

Show More ▶

DATA SUBJECT REQUESTS

Home | Grid | Believe in children Barnardo's | 10 | Barnardos | User | Help

Data Subject Request Details

Submitted

Requests > GCKKE38YCS

Workflow: Barnardo's Record a SAR

Approver: DP Test (Test User)

Managing Organization: Barnardos

Date Opened: 09/14/2021 01:02 PM

Extended: No

Deadline: 09/24/2021 01:02 PM

Resolution: ---

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Show More ▶

SUBMITTED | APPROVED | Advance

Submitted

Once you have reviewed the SAR, advance by clicking on either 'approved' tag or the 'advance' button. Please ensure you click 'confirm' on the pop-up notification.

ID Verification | Subtasks | Activity | History

The full details
will appear,
you can then
review

Data Subject Request Details Submitted

Requests > GCKKE38YCS

Workflow: Barnardo's Record a SAR

Approver: DP Test (Test User)

Managing Organization: Barnardos

Date Opened: 09/14/2021 01:02 PM

Extended: No

Deadline: 09/24/2021 01:02 PM

Resolution: ---

Web Form (Version): Data Subject Access Request (V16)

Is this request from the data subject or a third-party?: Data Subject

Name of person completing this form: Olive Tree

Please select your business area:: Audit and Insurance

Name of service/department: Data Protection Office

Did you refuse the SAR? (Please note that any decision to refuse a SAR should have been made in conjunction with your Data Protection Manager): Yes - the SAR was refused

Please select the reason(s) why the SAR was refused:: No records were available - deleted in line with retention schedule

Was the request completed within 30 days (including weekends)?: No - the deadline was extended

Did you have to escalate the request for extension to your Data Protection Manager?: Yes - the extension request was escalated to the Data Protection Manager

Please select the reason(s) why the SAR deadline was extended:: Data requested was complex e.g. involved large amounts of data, particularly sensitive information, and or specialist work involved

How many days was the deadline extended by?: 1-10 days

Please estimate how many hours you spent dealing with this SAR?: 15

Once you have reviewed the details, scroll down to the line where 'submitted' is highlighted in blue. This is known as a stage.

DATA SUBJECT REQUESTS

Home | Grid | **Believe in children Barnardos** | 10 | Barnardos | Profile | Help

Data Subject Request Details

Requests > GCKKE38YCS Submitted

Workflow: Barnardos Record a SAR

Approver: DP Test (Test User)

Managing Organization: Barnardos

Date Opened: 09/14/2021 01:02 PM

Extended: No

Deadline: 09/24/2021 01:02 PM

Resolution: ---

Web Form (Version): Data Subject Access Request (V16)

Please select the reason(s) why the SAR deadline was extended:: Data requested was complex e.g. involved large amounts of data, particularly sensitive information, and or specialist work involved

How many days was the deadline extended by?: 1-10 days

Please estimate how many hours you spent dealing with this SAR?: 15

Workflow Progress: SUBMITTED (highlighted) | APPROVED | Advance

Submitted

Once you have reviewed the SAR, advance by clicking on either 'approved' tag or the 'advance' button. Please ensure you click 'confirm' on the pop-up notification.

Navigation: ID Verification | Subtasks | **Activity** | History

Public | **Internal**

B I U S

Please enter a message.

To complete your review, you need to progress the form to the 'approved' stage. This can be done by clicking on the 'approved' tab or 'advance'

The screenshot displays the 'Data Subject Request Details' page for request GCKKE38YCS, which is in the 'Submitted' state. The left sidebar contains navigation options: Dashboard, Reports, Requests, Subtasks, and Setup. The main content area includes a metadata table on the left and a progress bar on the right. The progress bar shows three stages: 'SUBMITTED' (completed), 'APPROVED' (current stage), and 'Advance' (next stage). The 'APPROVED' and 'Advance' buttons are highlighted with red circles. Below the progress bar, the 'Submitted' section provides instructions on how to proceed. At the bottom, there is a rich text editor for adding a message, with tabs for 'Public' and 'Internal'.

Workflow: Barnardos Record a SAR	Please select the reason(s) why the SAR deadline was extended:: Data requested was complex e.g. involved large amounts of data, particularly sensitive information, and or specialist work involved
Approver: DP Test (Test User)	How many days was the deadline extended by?: 1-10 days
Managing Organization: Barnardos	Please estimate how many hours you spent dealing with this SAR?: 15
Date Opened: 09/14/2021 01:02 PM	
Extended: No	
Deadline: 09/24/2021 01:02 PM	
Resolution: ---	
Web Form (Version): Data Subject Access Request (V16)	

Submitted

Once you have reviewed the SAR, advance by clicking on either 'approved' tag or the 'advance' button. Please ensure you click 'confirm' on the pop-up notification.

ID Verification Subtasks **Activity** History

Public Internal

B I U S

Please enter a message.

Click 'confirm'

The screenshot displays a web application interface for managing Data Subject Requests (DSRs). The main page is titled "Data Subject Request Details" and shows a request with ID "GCKKE38YCS" in a "Submitted" state. The interface includes a sidebar with navigation options like "Dashboard", "Reports", "Requests", "Subtasks", and "Setup". The main content area displays details for the request, including the workflow ("Barnardo's Record a SAR"), the approver ("DP Test (Test User)"), the managing organization ("Barnardos"), the date opened ("09/14/2021 01:02 PM"), and the deadline ("09/24/2021 01:02 PM").

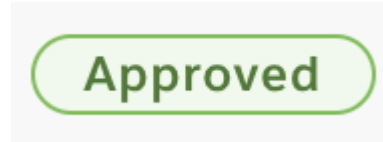
A confirmation dialog box is overlaid on the page, titled "Complete". It features a green checkmark icon and the following text:

This case status will be set to Completed, without any automated notification to the data subject.

Are you sure you want to complete this request?

At the bottom of the dialog, there are two buttons: "Cancel" and "Confirm". The "Confirm" button is highlighted with a red circle, indicating the action to be taken.

You have finished your review of this SAR, the stage will now show as 'approved'



The screenshot shows a web application interface for "Data Subject Request Details". The top navigation bar includes a home icon, a grid icon, the Barnardo's logo, a notification bell with "10", the user name "Barnardos", and a help icon. The left sidebar contains navigation options: "DATA SUBJECT REQUESTS", "Dashboard", "Reports", "Requests" (highlighted), "Subtasks", and "Setup". The main content area displays the request details for "Apple Orange" (Request ID: GCKKE38YCS). A green "Approved" button is circled in red in the top right of the details section. The details include: Workflow: Barnardo's Record a SAR; Approver: DP Test (Test User); Managing Organization: Barnardos; Date Opened: 09/14/2021 01:02 PM; Extended: No; Deadline: ---; Resolution: ---; Web Form (Version): Data Subject Access Request (V16). The request type is "Opt out" and the subject type is "A Member of the Public". A brief summary of the request states: "Data Subject is requesting CCTV images of them in Barnardo's-run office space". A progress bar at the bottom shows the stages "SUBMITTED" and "APPROVED", with an "Advance" button. A success notification at the bottom right reads: "Success Stage Changed Successfully".

Data Subject Request Details Approved

Requests > GCKKE38YCS

Apple Orange

Request ID: GCKKE38YCS

Request Type: Opt out

Subject Type: A Member of the Public

Any other name known as in Barnardo's (if appropriate): Apple Pear

Brief summary of request: Data Subject is requesting CCTV images of them in Barnardo's-run office space

Show More ▶

SUBMITTED | APPROVED | Advance

Approved

This SAR log has now been reviewed.

ID Verification | Subtasks | **Activity** | History

Success
Stage Changed Successfully

If you want to do analysis of your business area SARs through OneTrust, the following guidance will help.

After logging in, the self-service portal will appear first.

The screenshot displays the self-service portal interface. At the top, there is a teal header with the Barnardos logo and navigation icons. Below the header, a dark sidebar on the left contains the text 'SELF SERVICE PORTAL' and 'Assessments'. The main content area features a 'Report a Data Breach' card with a 'Launch' button. Below this is a table titled 'Assessments' with the following data:

ID	Name	Stage	Approver	Deadline	Primary Record
821	210903 - dpo - data bre...	Under Review	----	----	----
820	210309 - DPO - SAR - Da...	Not Started	----	10/03/2021 01:00 AM	----
819	210309 - DPO - SAR	Completed	----	----	----

Click the 'module' button



ID	Name	Stage	Approver	Deadline	Primary Record
821	210903 - dpo - data bre...	Under Review	----	----	----
820	210309 - DPO - SAR - Da...	Not Started	----	10/03/2021 01:00 AM	----
819	210309 - DPO - SAR	Completed	----	----	----

Navigate to 'Data Subject Requests'

The screenshot displays the OneTrust application interface. The top navigation bar includes a home icon, a grid icon, the OneTrust logo with the tagline "Believe in children Barnardo's", a notification bell with a red "10" badge, the user name "Barnardos", a dropdown arrow, a user profile icon, and a help icon. The left sidebar menu is titled "FAVORITES" and contains "MY APPS" under "PRIVACY MANAGEMENT" and "GENERAL APPS". The "Data Subject Requests" app is highlighted with a red circle. The main content area shows a "Report a Data Breach" card with a "Launch" button and a table with columns "Approver", "Deadline", and "Primary Record".

FAVORITES
No Favorites added. To add an item, click ☆

MY APPS

PRIVACY MANAGEMENT

- Assessment Automation
- Data Subject Requests** ☆ ...
- Data Mapping
- Incident Response

GENERAL APPS

- Dashboards
- Documents
- Reports
- Risks
- Self-Service Portal**
- Users and Groups

EXPLORE ONETRUST PRODUCTS

- Audit Management
- Awareness Training
- More OneTrust Apps

Report a Data Breach
Launch

Approver	Deadline	Primary Record
----	----	----
----	10/03/2021 01:00 AM	----
----	----	----

<https://app-eu.onetrust.com/dsar> | [About OneTrust](#) | [Privacy Policy](#) | [Give Feedback](#) | [Get Help](#)

Navigate using side bar to 'Requests'

The screenshot displays a web application interface for 'Believe in children Barnardo's'. The top navigation bar includes a home icon, a grid icon, the organization's logo, a notification bell with '10' alerts, the user name 'Barnardos', and a help icon. The left sidebar is titled 'DATA SUBJECT REQUESTS' and contains the following menu items: 'Dashboard', 'Reports', 'Requests' (highlighted with a red circle), 'Subtasks', and 'Setup'. The main content area is titled 'Dashboards' and shows a 'Show' dropdown menu set to 'Data Subject Rights Default'. A 'New Dashboards' toggle switch is turned on, and a 'Copy' button is visible. The main content area is currently loading, indicated by a large blue circular progress indicator. At the bottom left, there is a user profile icon and a URL bar showing 'https://app-eu.onetrust.com/dsar/queue'.

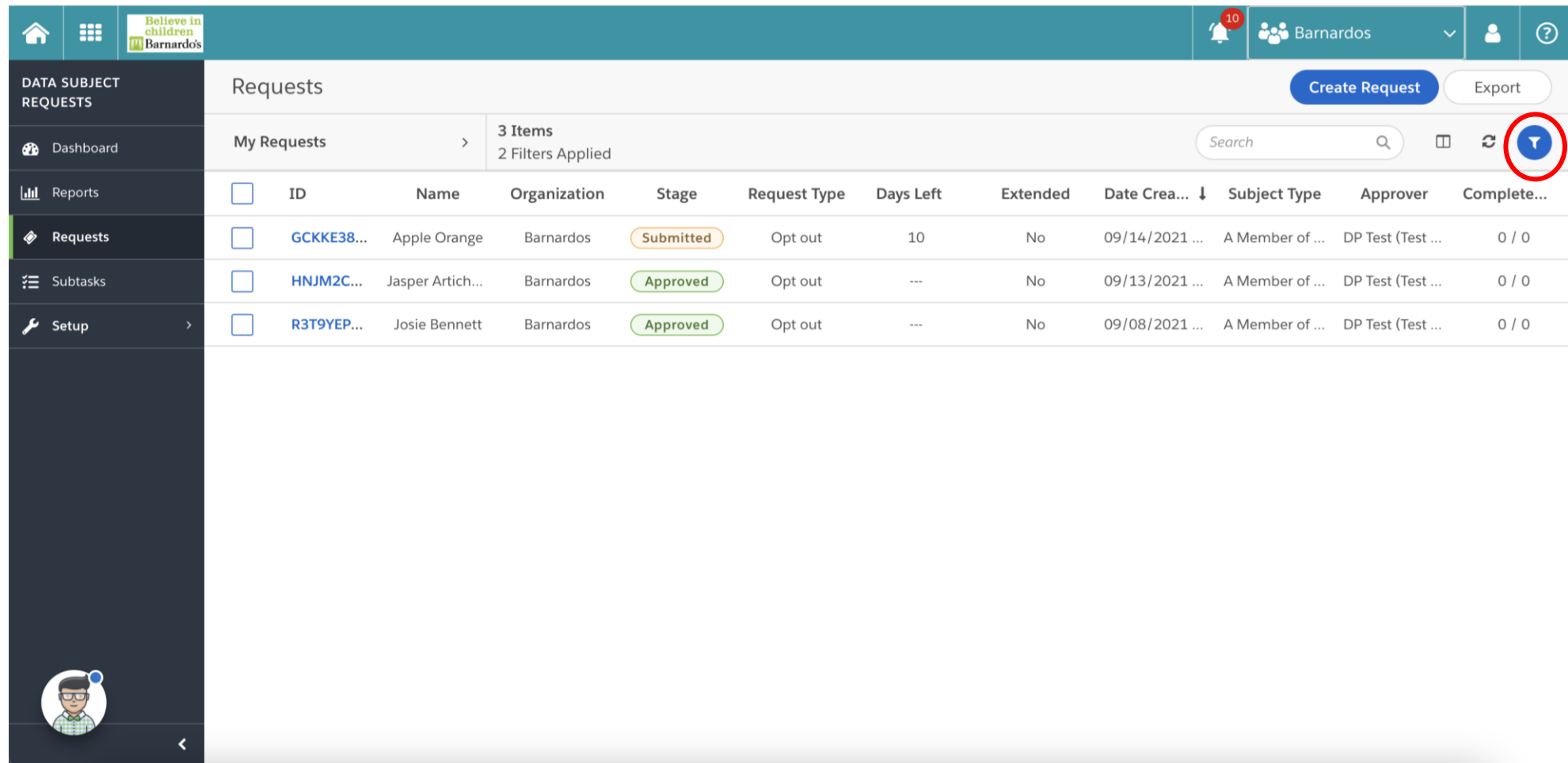
This page will provide you with a list of SARs logged within Barnardo's. You will be able to filter this list by using the filter icon, to filter to your business area's 'data subject type'.

New SARs which have not yet been reviewed and completed show as

Submitted

Those which have been reviewed and completed will show as

Approved



DATA SUBJECT REQUESTS

Requests

My Requests > 3 Items 2 Filters Applied

Search

Create Request Export

ID	Name	Organization	Stage	Request Type	Days Left	Extended	Date Crea... ↓	Subject Type	Approver	Complete...	
<input type="checkbox"/>	GCKKE38...	Apple Orange	Barnardos	Submitted	Opt out	10	No	09/14/2021 ...	A Member of ...	DP Test (Test ...	0 / 0
<input type="checkbox"/>	HNJM2C...	Jasper Artich...	Barnardos	Approved	Opt out	---	No	09/13/2021 ...	A Member of ...	DP Test (Test ...	0 / 0
<input type="checkbox"/>	R3T9YEP...	Josie Bennett	Barnardos	Approved	Opt out	---	No	09/08/2021 ...	A Member of ...	DP Test (Test ...	0 / 0