

### **Research Shows Increasing Burden of Subject Access Requests in the UK**

Extensive survey of over 4,000 businesses

**LONDON, 1 March 2020 (updated August 2020):** Gravicus Technologies Limited (Gravicus) is today sharing its high level findings concerning the increasing costs of managing individuals' rights of subject access requests (SAR). The extensive survey involved over 4,000 law firms, corporates and medium sized businesses.

According to UNCTAD<sup>1</sup>, approximately 90% of the developed world has or is starting to introduce privacy and data protection laws which include the rights of the individual to access their information.

Multiple sources show that business data is doubling each year and it is estimated that 80% of that data is unstructured with no ability to easily access the information. A new survey of large, U.S.-based companies found that nearly 100 percent of organisations will increase their spending on data privacy in the next 12 months.<sup>2</sup>

New legislation, including GDPR and the European DAC6 are forcing businesses and government departments to access and manage unstructured data in a way that can only be done by utilising AI technology or wasting many human hours.

Gravicus' first phase of research in the first quarter of 2019 identified the following key challenges common to the companies contacted:

- Keeping track of the SAR process.
- Identifying the source of the individuals' data within their data set.
- Ensuring that they do not send other private information to the subject.
- Redaction of non-subject private information.
- Accuracy of the review and redaction process.

In August 2019, the company met 15 law firms who provide support services regarding SARs. They added a further more pressing issue regarding the need to review and redact large amounts of data as fast and as accurately as possible.

This research was key in supporting the development of Smartbox.ai to address these challenges. It is expected to be launched in the third quarter of 2020.

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Gravicus Technologies Ltd is a private company that designs, builds and delivers smart technology solutions for real business issues. It uses cutting edge technology to build smart and fast tools that make technology accessible and affordable. Company registration no: 10523409 [www.gravicus.com](http://www.gravicus.com) [www.smartboxai.com](http://www.smartboxai.com) [www.gravicus.com/media](http://www.gravicus.com/media)

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<sup>1</sup>UNCTAD: [https://unctad.org/en/Pages/DTL/STI\\_and\\_ICTs/ICT4D-Legislation/eCom-Data-Protection-Laws.aspx](https://unctad.org/en/Pages/DTL/STI_and_ICTs/ICT4D-Legislation/eCom-Data-Protection-Laws.aspx)

<sup>2</sup> <https://www.ftitechnology.com/l/future-proofing-corporate-data-privacy-budgeting>