cimplifi wework

Automating DSAR Review for WeWork

Client Challenge

Corporate clients are under increasing pressure to manage large volumes of Data Subject Access Requests (DSARs) a year. Finding a consistent, repeatable, and efficient way to significantly automate the handling of DSARs is crucial in any jurisdiction where the right-of-action exists.

WeWork's UK privacy team had previously handled DSARs through external legal counsel. When the business decided to bring them in-house, the team needed to systematise the DSAR process to make this more effective and efficient. Their goal was to streamline workflows and ensure consistency in how documents were collected, culled, and reviewed.

Over the course of several working sessions, we collaborated to meet the following objectives:
- Build a systematised, streamlined, repeatable, and definable workflow for DSARs.
- Automate key steps.
- Reduce the review population to a single, inclusive version of each document to be reviewed.

Cimplifi Solution: A Streamlined End-to-End Workflow

- We designed a template-driven workflow using Relativity, which was structured to enable the WeWork team to run the DSARs process more efficiently.
- The end-to-end workflow creates a consistent process for document ingestion, collation, and review.
- Data volume is reduced by a combination of culling techniques and data analytics.
- Post-culling, the review population is identifiable using a single search that seamlessly integrates into standardised workflows providing access to the full suite of Relativity and Cimplifi tools. This approach ensures consistent and efficient review of the search results.

Without this workflow, the WeWork team would have to manually determine search terms, apply threading, and deduplicate documents for each DSAR—adding time and complexity.

Once documents are collected and processed into Relativity, the end-to-end workflow follows a consistent path to the final review set. This eliminates repetitive decision-making and ensures consistency in DSAR handling.

Impact

- WeWork now has a scalable, largely automated, streamlined end-to-end DSAR workflow tailored to UK regulatory requirements.
- The review set is significantly reduced, saving time and effort.
- The UK team can manage DSARs more efficiently using the templates and processes we built.