

HANDLE DATA SUBJECT REQUESTS LIKE A BOSS – DELETION REQUESTS



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What is a 'Data Subject Request'? We made up the phrase 'Data Subject Request'. It is used in the context of the EU GDPR, but usually to describe requests for deletion or erasure. We use it to describe any instance where a data subject is trying to exercise one of their data-subject rights largely listed in sections 23 to 25 of POPIA. If you don't respond within a reasonable timeframe, these are the type of requests that can escalate into a POPIA complaint to the Information Regulator. So don't ignore them! Here is a guide for you to handle Data Subject Requests like a boss – focusing on deletion requests this time – in five simple steps.

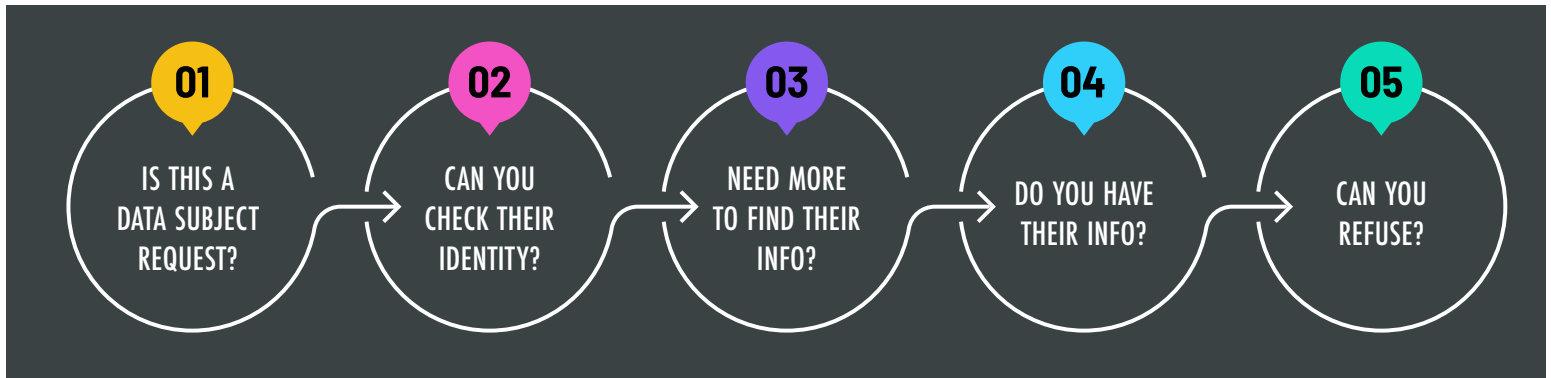


Photo: stock.adobe



1. FURTHER READING

You can read more about Data Subject Requests and reasons for refusing deletion requests in [Chapter 18](#). You can find examples of a Data Subject Request Procedure for private and public bodies in [‘Step 9: Respect Data Subject Rights’](#) in [‘Get Compliant’](#).

STEP 1: IS THIS A DATA SUBJECT REQUEST?

- GO TO STEP 2.
- HANDLE AS A NORMAL PART OF YOUR BUSINESS.

STEP 2: CAN YOU CHECK THEIR IDENTITY?

Do you have enough information to be sure of the person or organisation’s identity?

- GO TO STEP 3.
- ASK FOR EVIDENCE.

STEP 3: NEED MORE TO FIND THEIR INFO?

Do you need more information from the person or organisation to find what they want?

- ASK THEM FOR THE OTHER INFORMATION YOU REASONABLY NEED SO YOU CAN FIND THE INFORMATION THEY WANT YOU TO DELETE.
- GO TO STEP 4.

STEP 4: DO YOU HAVE THEIR INFO?

Check if you even have this person or organisation’s info. Check in places like:

- filing cabinets
- emails
- CRM systems, Teams, Google Drive, SharePoint, accounting systems etc
- desktops.

- GO TO STEP 5.
- LET THEM KNOW.

STEP 5: CAN YOU REFUSE?

Check out all the reasons why you may refuse a request in terms of PAIA.

- LET THEM KNOW YOU REFUSE AND PROVIDE REASONS.
- DESTROY OR DELETE THEIR PERSONAL INFORMATION AND LET THEM