# Handling Requests for Data and Subject Access Requests Training Course

Professional Development Training Course Outline

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|---|---|---|---|
| **Category** | Customer Service and Customer Experience | **Duration** | 5 Days |
| **Base Fee** | $1,500 USD | **Delivery Mode** | Online / On-site Hybrid |

## Course Introduction

In today’s data-driven world, organizations face an unprecedented responsibility to protect personal information while ensuring transparency and compliance with global data protection regulations. Handling Requests for Data and Subject Access Requests Training Course equips professionals with the practical skills and knowledge to effectively handle Data Requests and Subject Access Requests (SARs), ensuring adherence to laws such as GDPR, CCPA, and other regional frameworks. Participants will gain a deep understanding of legal obligations, operational best practices, and risk management strategies to safeguard sensitive data and uphold organizational reputation.

The course leverages interactive methodologies, including case studies, real-world scenarios, and practical exercises, enabling learners to apply compliance principles in everyday business contexts. By mastering data request workflows, privacy impact assessments, and automated response tools, participants will become proficient in mitigating risks, improving customer trust, and enhancing organizational efficiency. This training is ideal for professionals in compliance, legal, IT, HR, and customer-facing roles who are committed to building data privacy excellence within their organizations.

## Programme Curriculum

**Handling Requests for Data and Subject Access Requests Training Course**

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**Course Duration**

5 days

**Course Objectives**

By the end of this training, participants will be able to:

1. Understand global data privacy regulations and compliance requirements.
2. Recognize the legal framework surrounding Subject Access Requests (SARs).
3. Develop efficient workflows for handling data requests.
4. Apply risk assessment and mitigation strategies to sensitive data handling.
5. Utilize automation tools for managing SARs and data inquiries.
6. Enhance data governance and accountability within organizations.
7. Implement best practices for secure data transfer and storage.
8. Conduct privacy impact assessments (PIAs) effectively.
9. Build customer trust through transparent data handling.
10. Respond to requests within statutory timeframes.
11. Manage cross-border data requests and international compliance challenges.
12. Leverage real-world case studies to identify practical solutions.
13. Strengthen organizational culture around data privacy and compliance.

**Target Audience**

1. Compliance officers and managers
2. Legal and regulatory teams
3. Data protection officers (DPOs)
4. IT and cybersecurity professionals
5. Human resources professionals
6. Customer service and support teams
7. Business analysts and project managers
8. Risk management professionals

**Course Modules**

**Module 1: Introduction to Data Privacy and Protection**

- Overview of global data privacy laws
- Understanding personal data and sensitive data
- Roles and responsibilities in data protection
- Key principles of data privacy compliance

- Case Study: Company fined for GDPR non-compliance

**Module 2: Understanding Subject Access Requests (SARs)**

- Legal definition and scope of SARs
- Types of data requests organizations may receive
- Rights of data subjects under GDPR and CCPA
- Common challenges in SAR fulfillment
- Case Study: Successful SAR response workflow

**Module 3: Handling Data Requests Efficiently**

- Step-by-step SAR processing workflow
- Verification of requestor identity
- Tools for tracking and managing requests
- Avoiding data breaches during fulfillment
- Case Study: Optimized SAR handling using automation

**Module 4: Risk Assessment and Mitigation**

- Identifying high-risk data requests
- Implementing risk scoring systems
- Compliance checklists for data disclosure
- Strategies for data anonymization and minimization
- Case Study: Risk mitigation preventing a data leak

**Module 5: Privacy Impact Assessments (PIAs)**

- Introduction to PIA frameworks
- Steps to conduct a comprehensive PIA
- Integrating PIAs into project lifecycle
- Reporting and documentation best practices
- Case Study: PIA identifies potential breach in new software rollout

**Module 6: Automation and Tools for SARs**

- Overview of SAR management software
- Benefits of workflow automation
- Using dashboards for monitoring requests
- Integrating AI tools for data retrieval
- Case Study: Automation reduces SAR processing time by 50%

**Module 7: Cross-Border and International Data Compliance**

- Understanding international data transfer laws
- GDPR vs CCPA vs other regulations
- Data localization and transfer agreements
- Handling requests from foreign jurisdictions
- Case Study: Multinational company navigates cross-border SAR

**Module 8: Building a Data Privacy Culture**

- Developing internal privacy policies

- Training employees on data protection practices
- Promoting transparency with customers
- Monitoring compliance performance metrics
- Case Study: Company improves customer trust through privacy awareness

### Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

**Register as a group from 3 participants for a Discount**

**Send us an email: info@fineskilltrainingcenter.org or call** +254769199797

**Certification**

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

**Tailor-Made Course**

We also offer tailor-made courses based on your needs.

**Key Notes**

**a.** The participant must be conversant with English.

**b.** Upon completion of training the participant will be issued with an Authorized Training Certificate

**c.** Course duration is flexible and the contents can be modified to fit any number of days.

**d.** The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

**e.** One-year post-training support Consultation and Coaching provided after the course.

**f.** Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

## Upcoming Scheduled Sessions

| Start Date | End Date | Location | Price |
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| **23 Nov 2026** | 27 Nov 2026 | Online | $1,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $1,500 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $3,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $3,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $4,500 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |

Ready to enroll or request a customized program? Book online or contact us:

**Register Online Now**

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com