

GOVERNANCE & COMPLIANCE | COURSE BROCHURE

Data Subject Rights and Privacy Requests

5 days | Classroom training | English

SMART HORIZON

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https://smarthorizon.uk



Course content

Why attend

Privacy laws give individuals rights to access, correct, delete and port their personal data. This course explains how to handle data subject requests efficiently and lawfully: identifying requests, verifying identity, searching data, applying exemptions, responding within deadlines, handling complaints and automating the process.

Mishandled privacy requests lead to complaints and regulatory action. You will learn a reliable process for responding to them.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Request scenarios, process design workshops, redaction exercises and case studies of regulatory decisions.

Course objectives

By the end of this course, participants will be able to:
• Explain data subject rights under privacy laws
• Recognise and log requests
• Verify identity securely
• Locate and compile personal data
• Apply exemptions and redaction
• Respond on time and handle complaints

Target audience

This course is suitable for:
• Data protection officers
• Privacy and compliance staff
• Customer service managers
• HR and IT staff handling requests
• Legal professionals



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Target competencies

Participants will develop competencies in:

- Request handling
- Identity verification
- Data searching
- Redaction
- Process design

Course outline

Day 1: Privacy Rights

09:00–10:08	Rights overview
10:08–11:00	Legal deadlines
11:00–11:30	**Coffee break**
11:30–11:45	Legal deadlines (continued)
11:45–12:53	Common requests
12:53–14:00	Exercise

Day 2: Receiving Requests

09:00–10:08	Recognising requests
10:08–11:00	Logging
11:00–11:30	**Coffee break**
11:30–11:45	Logging (continued)
11:45–12:53	Identity verification
12:53–14:00	Workshop

Day 3: Finding Data

09:00–10:08	Data mapping
10:08–11:00	Systems search
11:00–11:30	**Coffee break**



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11:30–11:45	Systems search (continued)
11:45–12:53	Third parties
12:53–14:00	Exercise

Day 4: Responding

09:00–10:08	Exemptions
10:08–11:00	Redaction
11:00–11:30	**Coffee break**
11:30–11:45	Redaction (continued)
11:45–12:53	Response letters
12:53–14:00	Practice

Day 5: Process and Complaints

09:00–10:08	Workflow and automation
10:08–11:00	Complaints and regulators
11:00–11:30	**Coffee break**
11:30–11:45	Complaints and regulators (continued)
11:45–12:53	Metrics
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (GBP)
Cape Town Confirmed dates	16 Nov 2026	20 Nov 2026	**£1,890.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**£1,250.–**
London Confirmed dates	30 Nov 2026	4 Dec 2026	**£2,450.–**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**£1,250.–**
Rome Confirmed dates	4 Jan 2027	8 Jan 2027	**£2,450.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**£1,250.–**
Barcelona Confirmed dates	25 Jan 2027	29 Jan 2027	**£2,840.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**£1,250.–**
Dubai Confirmed dates	15 Feb 2027	19 Feb 2027	**£3,150.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**£1,250.–**
Istanbul Confirmed dates	8 Mar 2027	12 Mar 2027	**£2,650.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**£1,250.–**
Cape Town Confirmed dates	22 Mar 2027	26 Mar 2027	**£1,890.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**£1,250.–**
Amsterdam Confirmed dates	12 Apr 2027	16 Apr 2027	**£2,540.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**£1,250.–**
Cape Town Confirmed dates	3 May 2027	7 May 2027	**£1,890.–**
Online Confirmed dates	3 May 2027	7 May 2027	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Vienna Confirmed dates	24 May 2027	28 May 2027	**£2,940.-**
Online Confirmed dates	24 May 2027	28 May 2027	**£1,250.-**
Dubai Confirmed dates	14 Jun 2027	18 Jun 2027	**£3,150.-**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**£1,250.-**
London Confirmed dates	28 Jun 2027	2 Jul 2027	**£2,450.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**£1,250.-**
Rome Confirmed dates	19 Jul 2027	23 Jul 2027	**£2,450.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**£1,250.-**
Kuala Lumpur Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,450.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,250.-**
Vienna Confirmed dates	30 Aug 2027	3 Sept 2027	**£2,940.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**£1,250.-**
Paris Confirmed dates	20 Sept 2027	24 Sept 2027	**£2,860.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,250.-**
Barcelona Confirmed dates	4 Oct 2027	8 Oct 2027	**£2,840.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**£1,250.-**
Frankfurt Confirmed dates	25 Oct 2027	29 Oct 2027	**£2,650.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**£1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Rome Confirmed dates	15 Nov 2027	19 Nov 2027	**£2,450.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**£1,250.-**
Dubai Confirmed dates	6 Dec 2027	10 Dec 2027	**£3,150.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**£1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online