

eDiscovery Platform at Veritas

Clearing the bar for data-privacy compliance.

Challenge

The legal privacy team at Veritas Technologies needed a standardized process for complying with data subject access requests (DSARs) allowed by the General Data Protection Regulation (GDPR) and similar impending rules in the U.S.

Solution

The company deployed Veritas Enterprise Vault™ to store all emails sent or received by staff and implemented Veritas eDiscovery Platform to enable sophisticated searching of documents in various formats, from emails to Microsoft SharePoint and OneDrive.

Outcome

- Dramatic reduction in time to perform DSAR searches
- Small legal privacy team can meet compliance timeline for all DSARs received
- Confidence that search results are comprehensive, based on informal test of accuracy
- Ability to address requests consistently because processes are standardized and searches are repeatable and reliable

 VERITAS

INDUSTRY

Technology

EMPLOYEES

Approx 6,500

HEADQUARTERS

Santa Clara, CA

WEBSITE

www.veritas.com



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Amy Running, Senior Corporate Counsel, Privacy, Veritas Technologies



Overview

Veritas eDiscovery Platform Dramatically Improves Efficiency of Accommodating Data Subject Access Requests

The General Data Protection Regulation (GDPR) set a new bar for privacy compliance at every company that processes data of EU residents. Now, the California Consumer Privacy Act (CCPA) is poised to bring broader data-privacy requirements to the United States. Veritas Technologies has significant operations in the EU, California, and other jurisdictions considering similar rules, so the company developed a standardized process for responding to the personal-data requests these laws entail.

To support that process, Veritas deployed the Veritas eDiscovery Platform, which streamlines searches for relevant documents across a range of file types, including email, Microsoft SharePoint, and Microsoft OneDrive. The search results are reliably accurate, repeatable, and efficient, ensuring that the small Veritas legal privacy team can comply quickly and fully with all privacy-related data requests the company receives.

Manual DSAR Response Would be Unsustainable

When the GDPR took effect in May 2018, it forced a revamp of compliance practices at companies around the world. EU residents can now request access to any of their personal data that a company has processed, and the business must respond within 30 days with all relevant information relating to the request.

Despite implementing data retention policies, every time Veritas receives a DSAR, the legal privacy team's review involves "tons and tons of data," says Amy Running, senior corporate counsel, privacy.

Some of the personal data Veritas stores resides in HR and finance systems. "That information is easy to access because it sits in a structured database," says Madeleine McNally, senior principal paralegal for the Pellentesque Hendrerit Ullamcorper Nulla Aliquam Mattis Urna Finibus Gravida

Veritas legal privacy team. "We know what tables the relevant data is in, and we can just extract that data." However, she adds, Veritas also has a large number of unstructured environments that also include personal information.

The company's unstructured data resides in emails, Microsoft SharePoint, and Microsoft OneDrive, with documents stored both on premises and in the cloud. Without specialized discovery software to perform sophisticated granular searches, the privacy team would be required to manually sort through thousands of documents every time a DSAR came in. "The search capabilities built into the Microsoft products return a much wider range of documents than we actually need," says Don Shields, director of eDiscovery and security investigations for Veritas.

Running estimates that manually reviewing emails in response to a DSAR, without an eDiscovery tool, would take hundreds of hours. McNally concurs: "Accommodating DSARs without a single platform to review unstructured data would be a nightmare."



Because we're such a small team, dealing with DSARs has the potential to stop us in our tracks. The more technology we can use, the better. With eDiscovery Platform, we quickly and easily get the information we need."

Amy Running, Senior Corporate Counsel, Privacy, Veritas Technologies

More Manageable Searches, More Professional Response

As Veritas developed a standardized corporate process for responding to GDPR and other privacy-related data requests, Shields' eDiscovery group—which supports eDiscovery for Veritas legal, HR, risk assurance, and security functions—sought a technology solution. Fortunately, they didn't have to go far. Veritas eDiscovery Platform is designed to streamline digital forensics, investigations, and document review.

The Veritas Communications and Collaboration Services team in IT deployed Veritas Enterprise Vault™ and eDiscovery Platform in an on-premises data center. They configured Enterprise Vault journaling feeds to automatically store a copy of every incoming or outgoing email.

Now, when a DSAR comes in, the privacy team works to clarify the scope of the request. "If someone comes to us and says, 'Give me all the data you have on me,' we try to narrow it down," Running says. "We ask whether they have a specific time frame in mind and ask for information we can use to identify keywords for our search."

Once the privacy group has defined search terms, they reach out to the eDiscovery group. Shields' team first runs high-level native searches within Enterprise Vault and other solutions with unstructured data that might be relevant. "That initial collection is on very loose terms, perhaps pulling everything that includes the name of the person making the inquiry," Shields says. "Generally, that brings in a large volume of documents from a range of different sources." The eDiscovery team imports those results into eDiscovery Platform for processing, then performs a keyword search. "The refined search within eDiscovery Platform returns a much smaller and more manageable number of documents," Shields reports.

Results from the granular search are ready for review by the legal privacy team, who determine whether each document is truly relevant and whether its inclusion in the DSAR results would violate privacy rules or reveal trade secrets. They can add questions and comments for legal experts as needed, redact information that should not be shared, and export the results in PDF format.

This process enables the privacy team to respond effectively to each DSAR. "Many of these requests are very broad," Running says. "We can run an initial search and return to the requestor with information like 'Your request produced X number of hits. Because of the large number of documents, it will take us 90 days to get it to you. Are you sure you want all of this, or should we refine the search more?' Having this information so easily accessible enables a much more professional response."

Accurate, Repeatable, and Efficient

eDiscovery Platform has substantially improved the efficiency of Veritas data privacy processes and dramatically reduced the time the Veritas privacy team takes to accommodate DSARs. "The nice thing about eDiscovery Platform is it creates a centralized place for me to manage this information and then produce a version that is easy to use for the person who submitted the DSAR," McNally says.

In addition, Running says, "eDiscovery Platform allows us to consistently address requests so that every time we receive a DSAR, we're repeating the same process to find the relevant documents. As privacy professionals, we always want to make sure we're providing a complete response to the data subject the first time, not adding supplements after the fact. Having standardized processes for our searches gives us confidence we are reviewing all the relevant documents we need to accommodate those requests."

Running recently confirmed her confidence in the accuracy of eDiscovery Platform results through an informal, one-off test. "We performed a few searches in eDiscovery Platform for different requestors but with similar criteria," she says. "Because we were looking for similar information being processed that may have originated from different document owners, I compared the results. I found that all three searches came up with the same list of documents. The fact that all the same relevant documents were produced across the related searches boosted my confidence that I can rely on the information I get from eDiscovery Platform."

"Because we're such a small team," she adds, "dealing with DSARs has the potential to stop us in our tracks. The more technology we can use, the better. With eDiscovery Platform, we quickly and easily get the information we need."



For More Information

Please contact your local Veritas Sales Representative or Business Partner, or visit: [Veritas eDiscovery Platform](#).

About Veritas

Veritas Technologies is a global leader in data protection and availability. Over 80,000 customers—including 87 percent of the Fortune Global 500—rely on us to abstract IT complexity and simplify data management. The Veritas Enterprise Data Services Platform automates the protection and orchestrates the recovery of data everywhere it lives, ensures 24/7 availability of business-critical applications, and provides enterprises with the insights they need to comply with evolving data regulations. With a reputation for reliability at scale and a deployment model to fit any need, Veritas Enterprise Data Services Platform supports more than 800 different data sources, over 100 different operating systems, more than 1,400 storage targets, and more than 60 different cloud platforms. Learn more at www.veritas.com. Follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

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