

NUIX NEO DATA PRIVACY FOR MANAGING INFORMATION REQUESTS

For financial services, delayed or inaccurate Data Subject Access Requests (DSAR) responses risk exposing sensitive financial data, crippling fines, lawsuits, and loss of customer trust. Nuix Neo Data Privacy revolutionizes compliance, secures sensitive data, and cuts response times by 95% with advanced automation, precise redaction, and unrivaled accuracy.

COMPLIANCE AT ALL COST

Financial services organizations face a staggering volume of DSARs. **One global provider disclosed receiving approximately 1,000 per month, with over half unrelated to actual customers.**

Greater awareness of data rights, combined with data protection and privacy laws such as GDPR, CCPA (California), LGPD (Brazil), PDPA (Singapore), the Australian Privacy Act 1988, and PIPEDA (Canada), have raised the stakes. **In 2024, a Spanish bank was fined €6.2 million for GDPR non-compliance.**¹

Regulations often mandate strict deadlines for responding to DSARs, adding to the pressure. **Gartner predicts that global annual penalties for DSAR mismanagement will exceed \$1 billion by 2026.**²

Manual methods can't keep pace. Locating, reviewing, and redacting data quickly and accurately is now critical to maintain regulatory compliance, avoid significant financial penalties, and prevent reputation damage.

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Nuix Neo Data Privacy saved the team between 77 days for a simple [information access] request and 420 days for a larger request — having a searchable, clickable, linked table of contents was a real game changer for the FOI team.

Vikas Pandit Principle Technology and Security Consultant, Booka Consulting

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OUR SOLUTION

Nuix Neo Data Privacy transforms DSAR processing for financial service organizations, slashing response time by 95% with pinpoint accuracy. Harness cutting-edge automation, Cognitive AI, and precision data discovery to streamline workflows, maintain regulatory compliance, avoid fines, and fortify customer trust in record time.

With Nuix Neo, you can...



IDENTIFY

Quickly ingest and process data from multiple, often siloed, sources, from handwritten forms to digitized records.



ANALYZE

Immediately classify and extract relevant information using forensic precision.



REDACT

Automate redactions of sensitive data, using Nuix Cognitive AI and Optical Character Recognition (OCR), to avoid leaking sensitive financial information when responding to DSAR.



ACT

Respond to DSAR 95% faster; clear backlogs, and avoid non-compliance, financial penalties and reputation damage.

THE OUTCOME

Streamline information requests, stay secure and compliant with Nuix Neo Data Privacy.

Nuix Neo Data Privacy enables financial services to swiftly handle information access requests. Pinpoint critical data, redact sensitive information, and meet regulatory deadlines with unmatched speed and accuracy. Safeguard your reputation and avoid severe financial penalties.

¹ A report by DLA Piper's Data, Privacy And Cybersecurity Team, January 2025 (PDF)

² Gartner, Hype Cycle for Privacy 2023, Newsroom press release

KEY FEATURES

Responsible AI:

Nuix Neo Data Privacy uses proprietary responsible Cognitive AI to analyze over 1,000 file types quickly and accurately. Automating the interpretation, enrichment, and prioritization of sensitive financial data to identify relevant documents for an information request.

Automated Redactions:

Effortlessly process terabytes of data, while protecting sensitive financial information. Nuix automates redactions by accurately identifying sensitive information and entities and applying rule-based redaction workflows for all file formats.

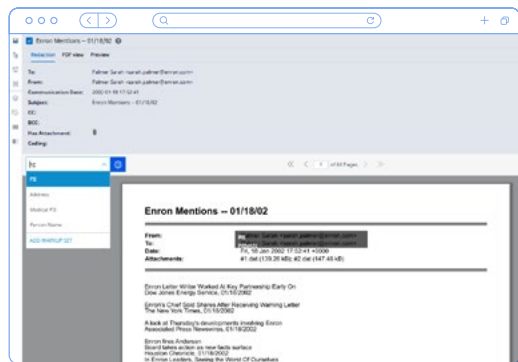


Figure 1: Rule based redactions

Detailed Reporting:

Automate the creation of information request reports by compiling only the necessary pages into a streamlined, hyperlinked format. Complete with categorized data summaries, ensuring clarity, transparency, and compliance.

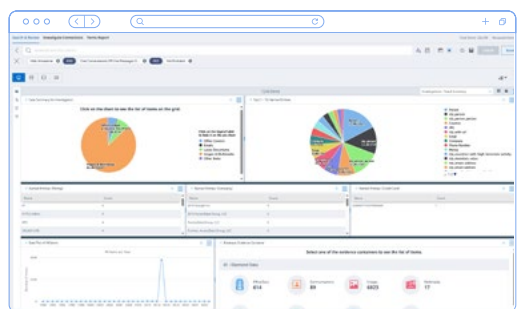


Figure 2: Detailed reporting gives a holistic view of case data

Custom DSAR Models:

With 500 custom models, Nuix comes already tailored to the unique demands of financial service organizations handling huge volumes of data access requests.

IMPACT

CASE STUDY: Australian Government Department

While government departments face Freedom of Information (FOI) requests the processing and handling is similar to financial services facing Data Subject Access Requests (DSAR).

An Australian government department overwhelmed with information access requests, had an existing backlog of FOI requests that would take a full-time team of 17 officers 19 years to clear. Faced with a typical FOI request involving over 3.5 million documents, including sensitive documents and historic files including poorly scanned handwritten forms. The team approached Nuix.

Nuix Solution in Action

- > Nuix Neo Data Privacy ingested the data, categorized, reviewed, and returned the relevant 5,000 pages in a hyperlinked report within minutes. Replacing months of manual effort.
- > Nuix Neo's automated redaction workflows accurately highlighted every sensitive entity, included the applicable redaction rule, and enabled the FOI officer to make final decisions efficiently.

Results

By reducing processing time, FOI teams cleared the backlog of requests, improved response times, and redirected resources to higher-value tasks, all while ensuring legislative compliance.

Nuix Neo Data Privacy powers fast, compliant responses to information access requests, helping financial service organizations to protect sensitive financial and corporate data and their reputation.

WHO NEEDS THIS SOLUTION

Assess the value of Nuix Neo Data Privacy for your organization with these key questions:

- > Are you confident that no sensitive financial, personal or corporate information is exposed during the current collation, review and redaction process?
- > Can you confidently meet strict legislative deadlines for DSAR requests?
- > Are you overwhelmed with a growing backlog of DSAR requests?
- > Are current manual processes exposing your organization to human error, lawsuits, and non-compliance risks?

Speak to us today to find out more
nuix.com/contact-us

Nuix Limited (ASX: NXL) is a leading provider of AI-powered investigative analytics and intelligent software, empowering organizations to protect, govern, and unlock the value of their data. With a global footprint and over 20 years of experience, Nuix delivers advanced data analysis solutions for industries demanding precision and insight, including eDiscovery, legal processing and review, regulatory compliance, data governance, cybersecurity, and forensic investigations. Harnessing the power of advanced processing, artificial intelligence and machine learning, Nuix helps customers to process, normalize, index, enrich and analyze complex data with speed, scale and forensic accuracy.

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