Baseel
Security - Technology - Transformation

CUSTOMER CASE STUDY | DATA PROTECTION & PRIVACY

DEESHAA
The Right Direction

NOVEMBER 2026

Tracked workflows and an attributable audit trail for a cyber security provider

Prepared for customer and stakeholder discussion | November 2026

CUSTOMER	SECTOR	PRODUCT	CLIENT CONTACT
Deeshaa Limited	IT & cyber security organisation	Baseel Harrier Platform, prepared by Baseel Partners LLP	Seema Shintre, Managing Director

"In the customer's words"

"Access requests, breach decisions and vendor checks now follow one tracked process, each with its own audit trail. What used to take my team weeks of chasing evidence is something I can now see the status of in a morning."

Seema Shintre, Managing Director, Deeshaa Limited

BUSINESS CONTEXT

Deeshaa Limited is an IT and cyber security organisation that delivers detection, investigation and response services to its own client base. In doing so it processes personal data belonging to its clients' employees as well as its own staff, spread across business applications and a network of third-party suppliers.

Privacy responsibilities sit with a small leadership team rather than a dedicated privacy office, and are shared between operations, IT and legal rather than held in one place.

CHALLENGE

As a security provider, Deeshaa is held to the standard it sets for its own clients. Access requests, breach assessments and vendor due diligence were being handled over email.

Decisions were made, and they were sound — but there was no single attributable trail showing who decided what, on what basis and when. Preparing for a client audit or answering a regulator meant reconstructing the record from individual mailboxes, which was slow and difficult to defend.

DATA PROTECTION PRIORITIES

01 **One tracked process per obligation**

Move access requests, breach assessments, vendor checks and risk findings off email and onto tracked workflows.

02 **Every decision attributable**

Role-based access with every write action tied to a named user, a timestamp and a recorded basis.

03 **Audit evidence in place**

Give client auditors and regulators read-only access to the record, without exports or manual collation.

SOLUTION IN PRACTICE

1. **Requests:** Data Subject Requests — access, correction and erasure requests run to a tracked timetable with the decision and its basis recorded.
2. **Breaches:** Breach Management captures assessment and notification decisions against the statutory clock.
3. **Vendors:** Vendor Management lets suppliers complete assessments as external participants without accounts, so due diligence does not consume licences.
4. **Risk:** Risk Management takes findings from the above into one register rather than separate spreadsheets.
5. **Audit:** auditors are given read-only access to the evidence in place, rather than being sent exported spreadsheets.

OUTCOMES

With Data Subject Requests, Breach Management, Vendor Management and Risk Management deployed, Deeshaa reports:

- One tracked process per obligation, replacing ad-hoc email threads.
- Every access decision, breach assessment and vendor review attributable to a named user and timestamp.
- Audit evidence available in place, without an export or a manual collation step.
- Supplier due diligence completed by vendors directly, without consuming licences.

OUTCOME MEASUREMENT

Quantified before-and-after figures are not reported here. To evidence results over time, agree a baseline and reporting period for measures such as time to close a data subject request, breach assessments decided within the statutory clock, vendor assessments completed, and time to prepare evidence for a client audit.

RECOMMENDED IMPLEMENTATION CONSIDERATIONS

01
Confirm which obligations, client engagements and suppliers are in scope first.

02
Assign roles and approvers so every write action maps to a named user.

03
Agree statutory timetables and notification thresholds for each regulation that applies.

04
Set up read-only auditor access and review supplier assessments periodically.

ABOUT BASEEL AND HARRIER

Baseel Partners is a global IT and consulting group serving clients across more than 100 countries, with regional strengths in the UK, India and the Middle East. Baseel Harrier Platform is Baseel's privacy management software: it finds personal data, records how it is processed, assesses risk and evidences each step against GDPR, India's DPDP Act, PDPL regimes and other global privacy regulations, across eight modules that can be licensed as a suite or individually.

CLIENT CONTACT

Seema Shintre, Managing Director, Deeshaa Limited

seema@deeshaa.biz

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