

INTERNAL TEAM WORKSHEET

DPDP Rights Request Tracker

Track Access, Correction, Erasure, Grievance, And Nomination Requests

USE THIS FOR

Support, privacy, legal, and operations teams running Data Principal requests.

Give businesses a practical way to log, assign, verify, fulfil, and evidence DPDP Data Principal rights requests.

RECOMMENDED WORKFLOW

Complete the worksheet, assign owners, and preserve evidence.

This asset is designed to be shared with internal legal, product, operations, security, and leadership teams.

Important note: This tracker is an operational aid, not legal advice. High-risk, ambiguous, or disputed requests should be reviewed by a qualified privacy/legal owner.

Sheet 1: Request Register

FIELD	DESCRIPTION	EXAMPLE / ALLOWED VALUES
Request ID	Unique internal ID	DPR-2026-0001
Date received	Date the request arrived	2026-05-27
Intake channel	Where request came from	Privacy portal / email / support / account dashboard
Request type	DPDP right invoked	Access / correction / completion / update / erasure / grievance / nomination
Data Principal name	Name provided by requester	
Primary identifier	Email, phone, account ID, employee ID, customer ID	
Relationship	Relationship to business	Customer / user / employee / applicant / vendor contact / patient / other
Request summary	Plain-English description	User requests erasure of account data
Request owner	Internal person accountable	Privacy ops owner
Current status	Current case state	New / awaiting verification / in progress / awaiting vendor / legal review / closed / rejected
Due date	Target closure date	
Risk level	Initial risk classification	Low / medium / high
Legal review needed	Whether legal review is required	Yes / no
Final outcome	How request was resolved	Fulfilled / partially fulfilled / rejected / withdrawn / duplicate
Closure date	Date final response sent	

Sheet 2: Verification Log

FIELD	DESCRIPTION	EXAMPLE / ALLOWED VALUES
Request ID	Link to request register	DPR-2026-0001
Verification method	How identity was checked	Logged-in session / OTP / HR check / document review / nominee verification
Verification status	Result	Passed / failed / pending / not required
Verification date	Date completed	
Evidence stored	Where verification evidence is kept	Case file link / system note
Additional information requested	What was requested, if any	Proof of account ownership
Verification owner	Internal owner	Support / HR / legal / privacy
Notes	Any limits or concerns	Requester could not verify old phone number

Sheet 3: System Search Checklist

SYSTEM CATEGORY	SYSTEM NAME	CONTAINS PERSONAL DATA?	ACTION NEEDED	OWNER	COMPLETION STATUS	EVIDENCE LINK
Product database		Yes / No / Unknown	Search / export / correct / erase / no action		Pending / complete	
CRM		Yes / No / Unknown	Search / export / correct / erase / no action		Pending / complete	
Support desk		Yes / No / Unknown	Search / export / correct / erase / no action		Pending / complete	
Marketing automation		Yes / No / Unknown	Search / suppress / unsubscribe / erase		Pending / complete	
Analytics		Yes / No / Unknown	Anonymise / exclude / no action		Pending / complete	
Data warehouse		Yes / No / Unknown	Search / update / delete / no action		Pending / complete	
Payment/billing		Yes / No / Unknown	Retain under law / export / correct		Pending / complete	
HR/payroll		Yes / No / Unknown	Correct / retain / export / erase where allowed		Pending / complete	
File storage		Yes / No / Unknown	Search / delete / redact		Pending / complete	
Backups		Yes / No / Unknown	Mark for expiry / restore-control note		Pending / complete	

Sheet 4: Vendor And Processor Action Log

FIELD	DESCRIPTION	EXAMPLE / ALLOWED VALUES
Request ID	Link to request register	DPR-2026-0001
Vendor / processor	External system or service provider	Email platform
Data held	What the vendor has	Email address, campaign events
Action requested	What vendor must do	Export / correct / erase / suppress / confirm no data
Instruction date	Date instruction was sent	
Vendor SLA	Contractual or internal deadline	7 days / 15 days / 30 days
Vendor status	Current status	Pending / complete / blocked / not applicable
Vendor confirmation	Evidence returned	Ticket link / email confirmation / API log
Notes	Any limitations	Vendor retains audit logs for legal/security reason

Sheet 5: Decision And Retention Log

FIELD	DESCRIPTION	EXAMPLE / ALLOWED VALUES
Request ID	Link to request register	DPR-2026-0001
Data category	Category of data reviewed	billing record
Requested action	What Data Principal requested	Erasure
Action taken	What business did	Retained / deleted / anonymised / corrected / exported
Reason	Why action was taken	Tax retention requirement
Legal basis for retention/refusal	If not fully fulfilled	Legal obligation / legal hold / verification failed / third-party rights
Review owner	Who approved	Legal / privacy / finance / HR
Review date	Date approved	
Evidence link	Where record is stored	

Sheet 6: Response Template Fields

FIELD	WHAT TO INCLUDE
Request reference	The request ID
Request type	Access, correction, erasure, grievance, or nomination
Verification result	Whether requester was verified
Action taken	Clear summary of action completed
Systems covered	High-level list of systems checked
Vendor action	Whether processors or vendors were instructed
Data retained	Any data retained and why
Refusal or partial fulfilment reason	If applicable
Grievance channel	How to challenge or escalate
Closure date	Date response was sent

Suggested Status Values

Use consistent statuses across every request.

STATUS	MEANING
New	Request received, not yet triaged
Awaiting verification	Need to confirm identity or authority
Awaiting requester information	Need more information from Data Principal
In progress	Internal search or action underway
Awaiting vendor	Processor or vendor action pending
Legal review	Privacy/legal decision needed
Ready for response	Action complete, response being prepared
Closed fulfilled	Request fulfilled
Closed partially fulfilled	Some action completed, some data retained or refused
Closed rejected	Request rejected with reason
Closed withdrawn	Requester withdrew request
Duplicate	Duplicate of another request

Suggested Risk Rules

RISK LEVEL	USE WHEN
Low	Routine account access, simple correction, low-sensitivity data, verified requester
Medium	Erasure, vendor action, employment data, conflicting records, multiple systems
High	Children, health, finance, biometrics, location, nominee request, legal hold, disputed identity, Board complaint risk

Footer Disclaimer

This template is for DPDP rights operations planning. It should be adapted to your business, systems, contracts, and legal obligations before use.