

**INDEPENDENT BUILDERS
MERCHANT GROUP**

DSAR CASE STUDY: IBMG

Providing expert DSAR support to a national building materials distributor

BACKGROUND

IBMG is one of the largest building materials distributors in the South of England, operating through a network of 149 branches and employing more than 1,800 colleagues. Formed through the acquisition of multiple independent merchants, the organisation combines strong local brands with a centralised management structure.

As a large employer with a geographically dispersed workforce, IBMG periodically receives Data Subject Access Requests (DSARs) that require careful review and coordination. Without dedicated in-house resources to manage the full DSAR process, the organisation engaged The DPO Centre for specialist support, helping ensure requests were handled accurately, consistently, and within statutory deadlines.

KEY CHALLENGES



**HANDLING COMPLEX, MULTI-
SYSTEM DATA SEARCHES**



**ENSURING CONSISTENT AND
DEFENSIBLE REDACTIONS**



**RESPONDING UNDER REGULATORY
OR LEGAL PRESSURE**

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OUR APPROACH

A structured, end-to-end DSAR response process



UNDERSTANDING
THE SCOPE



DATA
IDENTIFICATION AND
FILTERING



REVIEW AND
REDACTION



QUALITY
ASSURANCE



RESPONSE
DELIVERY

RESULTS

The DPO Centre delivered bespoke training to IBMG's HR and IT teams. The interactive session provided practical guidance on distinguishing DSARs from other enquiries, understanding statutory obligations, and following best practice when a request is received. Teams gained greater confidence in identifying DSARs, gathering relevant information, and ensuring requests were escalated efficiently for specialist support.

- ✓ Confidence in conducting proportionate data searches across internal systems
- ✓ Reduced internal resource burden on legal and compliance teams
- ✓ Increased confidence in responding to complex or sensitive requests

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'Their structured approach and guidance have enabled us to manage complex DSARs confidently.'

Adrian Gifford, Technology
Services Manager at IBMG

TESTIMONIAL

Adrian Gifford, Technology Services Manager at IBMG, said: 'The DPO Centre provides specialist expertise and practical support that we could not readily resource in-house. Their structured approach and guidance have enabled us to manage complex DSARs confidently, consistently and within statutory deadlines, whilst reducing the burden on our internal teams and strengthening our understanding of data protection obligations.'

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