Facit

King's College Hospital NHS
NHS Foundation Trust

Case study:
King's College Hospital

As a progressive organisation, King's College Hospital looked for ways to fulfil SARs and comply with data privacy regulations without depleting precious budgets more than is absolutely necessary, and without wasting valuable expert resources on laborious administrative tasks.

Corporate Partner
National Association for Healthcare Security

Fulfilling requests much faster and reducing compliance risks

The overview

King's College Hospital is one of London's largest and busiest teaching hospitals, with a strong profile of local services primarily serving the boroughs of Lambeth, Southwark, Lewisham and Bromley.

As a progressive organisation, the hospital was looking for ways to fulfil SARs and comply with data privacy regulations without depleting precious budgets more than is absolutely necessary, and without wasting valuable resources on laborious administrative tasks.

The general public was becoming increasingly aware that anyone can request CCTV footage that they are featured in, which means that the identity of anyone else in that footage has to be redacted (hidden) to avoid data privacy infringements.

The healthcare sector has seen a steady increase in subject access requests (SARs). In the year ending 31st Jan 2020, 74% of requests received by the NHS were made by law firms and insurance companies and 26% by patients. In the subsequent year, 81% of NHS requests came from insurance companies and law firms. When a request is made, a copy of the relevant CCTV footage or documentation must be supplied in a compliant redacted format within one month.

"The Facit support team is proving to be a reliable and effective partner, to me and the Trust. The product does what it says it does and Facit continue to develop it after listening to our feedback. We are completely satisfied with our choice."

Ian Taylor
Head of Security, King's College Hospital NHS Foundation Trust

> **"**The application sits within our own network, which ensures that the Trust's video never leaves our own secure environment, rather than having to place our video in the Cloud, which was an issue here at the Trust.**"**

Ian Taylor, Head of Security, King's College Hospital NHS Foundation Trust

The solution

King's installed Facit's Video Redaction software, Identity Cloak, in May 2021 – and with the automatic video redaction feature, has been able to reliably fulfil requests much faster and reduce compliance risks.
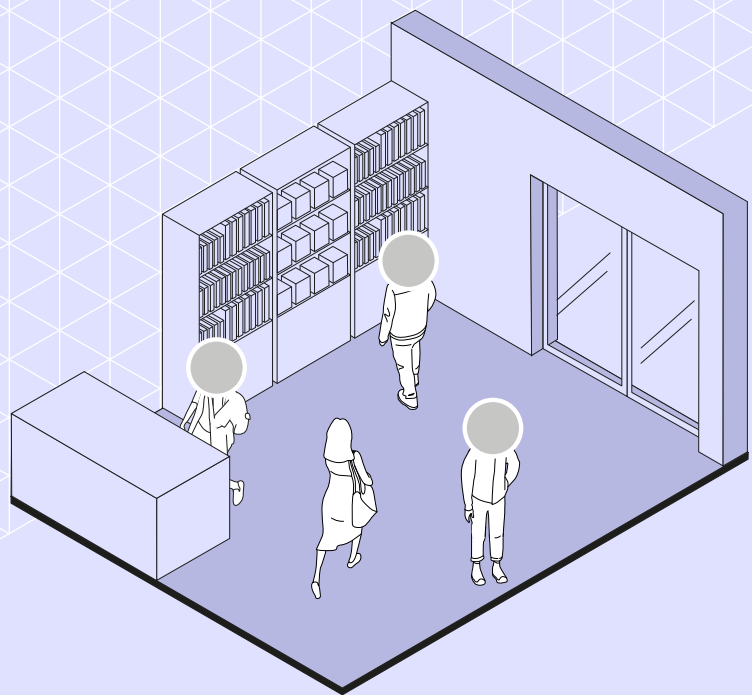
With Identity Cloak, users have unlimited redactions, enabling the Trust to manage costs and ensure it remains on budget whilst remaining compliant with GDPR.

The automated, on-premise solution has replaced tedious in-house manual processes as well as the cost of outsourcing, and eliminates the risk of data breaches that come with hefty fines.

Identity Cloak's multi-mode function has enabled operators to choose how they process redaction. They begin the process by redacting all or none of the people in a video, and then reveal the subject(s) of interest or anonymising third parties; or applying blur on the video in order to select areas to remain clear.

The addition of audio adds a layer of evidence that can provide context and additional facts about how situations develop and unfold.

Average video processing time

30 minutes

Stay on top of video footage requests with Identity Cloak

Facit's Identity Cloak video redaction software is quick and easy to use. Redact footage within minutes to ensure privacy for all.

- Automatically track persons as they move around

- Save time and redact in less than 30 minutes

- Redact footage of busy environments

- Remain fully compliant with data protection laws

- On-premise solution to reduce risk and prevent data breaches

- Easy video import, even for proprietary player footage

- CCTV, bodycam, dashcam and social media videos

Multiple redaction features at a push of a button

Automatic redaction
Track and blur all or one face. Automation enables operators to complete requests within minutes and avoid redaction errors.

Manual redaction
If you want full control of how redactions look or need to redact a specific instance, simply select what to blur and it's complete.

Screen capture
For an analogue solution or if there is no access to the original file, the screen recorder captures the footage for import.

Audio retention
Retain all audio for any video files that have been redacted while protecting the privacy of those within the footage.

Facit

About Facit

Cutting-edge compliance and video analytics software

Solve problems, create opportunities and enhance business operations

17
Countries where Facit solutions are deployed

80+
Current customers

2
Technology patents granted

Commitment to quality. Simplicity. Excellence. Innovation

Commitment to quality
We offer consistently high-performing products thanks to years of in-depth team experience and innovative testing.

Simplicity
We offer simple solutions to complex problems, saving you time and resources.

Excellence
We help our clients future-proof their organisations with compliant document and video redaction solutions.

Innovation
We work with the brightest minds from around the world to deliver innovative solutions for our compliance and video analytics clients.

Facit

8 Rankin House,
Murdoch Court, Knowlhill,
Milton Keynes, MK5 8GB, UK

+44 (0)3700 610 498

info@facit.ai

www.facit.ai

Connect with us