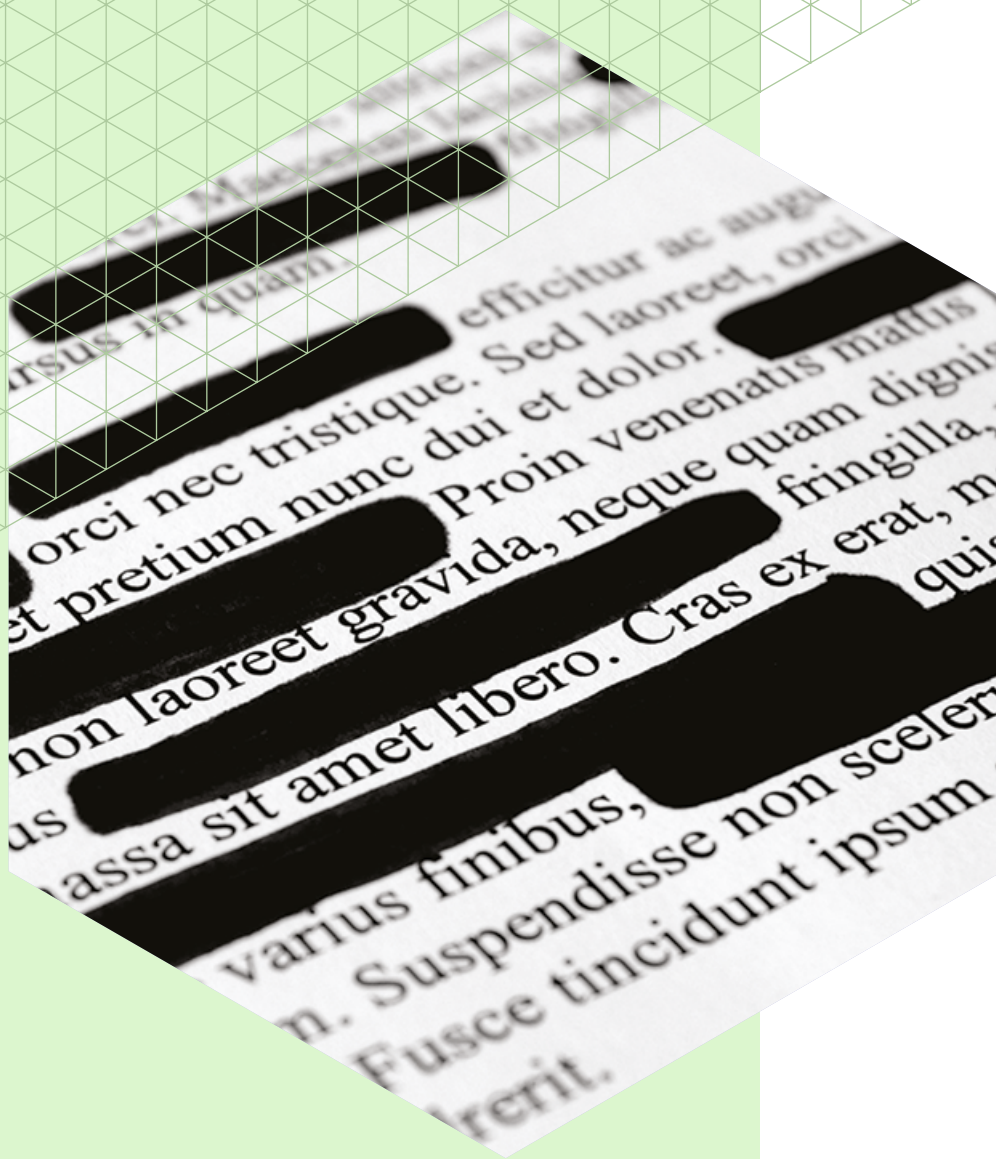




Case study:

Supporting a major grocery retailer to quickly redact complex, high-volume cases

Facit was already working with this retailer on its video redaction requirements. As a result of its success, the retailer began using our irreversible document redaction software which is fully compliant with data protection laws.

“There’s never going to be a way that we can get rid of manual intervention. However, it’s actually massively reduced by using the software, because it’s so accurate that 90% of it is redacted.”

Data Protection Officer & CCTV Policy Manager
Major Grocery Retailer

Background and challenge

The retailer wanted to change its processes to reduce the risk when redacting documents as a result of GDPR and the increase in subject access requests (SARs). The software it had been using could not redact Excel, and struggled with PDFs.

It was a challenging task for the retailer when an employee made a SAR. With more than 330,000 employees and some working for the retailer for tens of years, there could be a lot of information which an operator would need to review before being able to complete the SAR within one month.

Data would include all personnel files, CCTV, emails – which could be into the tens of thousands – and their attachments.

Saving time and money

For the retailer, the biggest benefits were the ability to redact Excel spreadsheets – which it has a lot of in its email searches – and the automation. Their operators now simply upload all the files and walk away to work on another project whilst the software is redacting.

Once the software has redacted the selected keywords, the operator spends a short amount of time redacting sections of documents or files on a case-by-case basis. The operator also adds comments with reasons for document exclusion to be prepared for follow-up requests or potential audits.

The files are then exported as PDFs which are 100% compliant with data privacy laws – there is no hidden meta data or layers that can be reversed to expose private data.





“ Sometimes we are talking tens of thousands of emails to redact for one DSAR, which is a big challenge and a big task. However, we can simply drop data into Facit’s document redaction software where we can redact by keyword very quickly. ”

Data Protection Officer & CCTV Policy Manager
Major Grocery Retailer

Automatically redact high volumes of document and video files

Complete data requests in-house. Stay fully compliant with data protection laws. Without overwhelming your team.

- Save time by automatically redacting up to 90% of personal information
- Redact files in 15+ formats
- Reduce risk and prevent data breaches with an on-premise solution
- Irreversible redaction with no meta data remaining
- Increase productivity by quickly redacting complex, high-volume cases

Features which will streamline workflows and increase efficiency

Automated redaction

Redact personal information and common identifiers with one click; names, phone numbers, email addresses and more.

Manual redaction

Create a list of terms to redact bespoke to a case. Manually redact sections of documents or files.

Fixed costs

No variable costs to ensure full budget transparency and cost forecasting.

15+ file formats

Automatically redact personal information from files, email chains and attachments.

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.

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