



Case study: Chignecto Central Regional Centre for Education

Simplifying compliance with data protection laws and reducing redaction times

Overview

Chignecto Central Regional Centre for Education (CCRCE) manages 65 schools across Nova Scotia, Canada. It comprises of approximately 4,000 staff, all striving to provide a well-rounded education for almost 20,000 students in Pre-Primary to grade 12.



Chignecto Central
Regional Centre for Education



Before Identity Cloak, redacting videos was a tedious and time-consuming process. It has a simple interface, is incredibly easy to use, is flexible and saves me a significant amount of time. Now, I can focus on my other IT priorities with confidence, knowing FOIP requests are handled efficiently and compliantly.



David Meade
Regional Information Technology Specialist, CCRCE

The challenge

The increasing number of FOIP (Freedom of Information and Protection of Privacy Regulation) requests for video footage was placing a significant burden on CCRCE's IT staff.

Previously, redacting footage was a manual process using video editing software – which is not built for purpose. This would take hours per video, impacting FOIP response times and diverting IT staff like Dave Meade, the Regional Information Technology Specialist, from core tasks; responding to FOIP requests represent just 5% of his role.

Not only does CCRCE have over 500 digital cameras, it also has analogue cameras which can prove difficult when footage needs redacting.

Requests predominantly originate from police agencies. Other sources include parents and insurance companies. Requests were made for providing evidence of vandalism, alleged altercations between students, or alleged altercations between students and teachers, and motor vehicles accidents in parking lots.

Canadian privacy laws like PIPEDA require redacting identifiable information from individuals not directly involved in incidents captured on camera (e.g., bystanders in fights). For CCRCE, altercations are the primary requests, and the footage often includes students and teachers who are not involved – these bystanders must be redacted to protect their identity. Failing to comply could lead to legal repercussions and reputational damage.

With all this in mind, CCRCE needed a new process and solution to respond to FOIPs. It needed to be able to:

- Redact busy groups of people
- Work for both digital and analogue footage
- Reduce the time it took to redact a video
- Enable Dave Meade to focus his priorities

The solution

To address this challenge, CCRCE evaluated various redaction software, and selected Identity Cloak. Even though Identity Cloak was not the cheapest, the price combined with its range of capabilities, met CCRCE's budget and functionality requirements. Here is how it transformed their FOIP response process:

Reduced redaction time by 80%: This was due to its ease of use and the ability to track an individual through a lengthy video clip – both of which reduced redaction time. Previously, blurring a 2-minute video would take a day. With Identity Cloak's auto-tracking feature, Dave can complete this in an hour, enabling him to focus on core IT tasks like managing VOIP systems and video broadcasting.

Redacting busy scenes: The auto-tracking feature helps CCRCE redact large groups of people while maintaining control with manual adjustments.

Processes both digital and analogue footage: Identity Cloak's screen recorder functionality allows CCRCE to process footage from older analogue cameras alongside digital recordings.

Cost-certainty with unlimited redactions: The software's unlimited video redactions model eliminates budget concerns, even with fluctuating FOIP request volumes (ranging from 5 in two days to 1 per month).

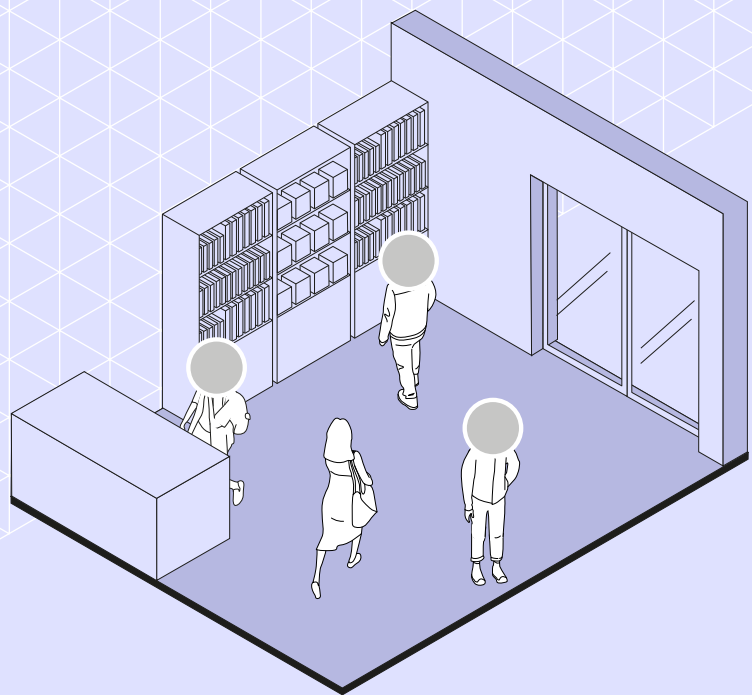
Beyond efficiency - compliance and positive impact: Identity Cloak empowers CCRCE to not only meet data protection laws but also fulfil their ethical responsibility to respond to FOIP requests promptly. CCRCE actively participates in Facit's quarterly webinars, demonstrating its commitment to continuous improvement in compliance and redaction accuracy.

CCRCE's experience with Identity Cloak has been so positive that it awarded a multi-year contract and have recommended the software to other institutions. This has led to partnerships with two additional schools in Nova Scotia.

Overall, Identity Cloak has helped CCRCE achieve:

- Faster FOIP response times
- Simplified compliance with data protection laws
- Reduced costs and increased budget certainty
- Improved staff efficiency





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.

About Facit

Cutting-edge compliance and video analytics software

Solve problems, create opportunities and enhance business operations

23

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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