Facit

Case study:

Royal Wolverhampton NHS Trust

Facit's Identity Cloak significantly reduced video redaction time and manual effort for Royal Wolverhampton, ensuring GDPR compliance.

Overview

The Royal Wolverhampton NHS Trust is one of the largest providers of acute and community healthcare in the West Midlands

Objectives

- Ensure the safety of staff members
- Gather and operate video footage with integrity
- Monitor footage for safety and behavioural training
- Ensuring compliance with GDPR and other data protection laws

> Identity Cloak's **screen recorder** has been a blessing. **It solves one of our biggest problems** by standardising our CCTV footage so it's viewable by recipients **without** technical headaches.

Wolverhampton NHS Trust operates across major sites such as New Cross, West Park and Cannock Chase hospitals, alongside more than 20 community locations.

With a diverse workforce of over 11,000 staff, the Trust is the largest employer in Wolverhampton. Its commitment to patient care is grounded in a clear vision.

But behind the scenes, delivering care at this scale comes with complex operational, security and legal responsibilities – especially when it involves data protection and handling video footage requests under GDPR.

The Challenge:

Hospitals are Pressure Cookers

Thomas Bishop, Deputy Head of Security & Car Parking at the Trust, describes hospitals – especially Emergency Departments – as **"pressure cooker environments."**

At any given moment, clinical areas are full of people of all ages, backgrounds, emotional states and temperaments. Long waits, high stress and medical emergencies only heighten the tension.

Unfortunately, staff abuse is not uncommon. The Trust's experience mirrors national figures released by NHS England in 2024:

- 1 in 7 NHS workers (14.38%) have faced physical violence
- 8.82% have reported unwanted sexual behaviour
- 25.08% have experienced harassment, bullying or abuse

These statistics aren't just numbers – they're real incidents, often captured by CCTV and body-worn cameras. Managing and safeguarding this footage is critical – not just to maintain public trust but to meet strict GDPR requirements.

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Thomas Bishop
Deputy Head of Security and Car Parking

The Solution:

Facit's Identity Cloak, an AI-powered redaction tool

The tipping point came when the Trust was hit with a complex SAR involving months of footage, legal proceedings and an injunction. It became clear that a scalable and efficient redaction solution wasn't optional; it was essential.

After evaluating the market, the Trust chose Facit's Identity Cloak, an AI-powered video redaction platform ideal for sensitive, data-rich environments like healthcare.
The results were immediate.

Results:

- **Rapid Compliance**
  The software offered robust functionality at a price that matched the Group's budget.
- **Time saved**
  The ability to trial the solution in a real-world setting before purchase gave Witherslack confidence in the tool's capabilities.
- **Legal protection**
  Identity Cloak delivered all the features promised, from automated tracking to simple manual editing.
- **Training Value**
  Facit provided hands-on support and guidance throughout onboarding and implementation.

Identity Cloak in Practice:

High Standards in Data Security and Compliance

Although the Trust receives a relatively low number of video SARs, some can be highly sensitive or involve multiple concurrent requests, triggered variously by patient complaints, legal cases or insurance claims.

Individuals make SARs when making complaints about treatment within the organisation. Legal representatives make data requests involving slips, trips and falls. Insurance companies make requests for video involving knocks and bumps in more than 55 acres of car parks at the Trust's acute sites.

In any situation, the Trust is well placed to process video footage quickly and compliantly within the ICO's timescales. Having a redaction system in place means the Trust is ready for anything - even when the stakes are high or the footage spans multiple sites and days.

Next Steps

Since implementing Identity Cloak

The success has led the Trust to look at further uses. Redacted videos are now being considered as training tools to build situational awareness among frontline staff and improve safety protocols.

Identity Cloak has proven to deliver more than compliance. It's delivered best practice data protection for patients, Trust staff and the public. Plus, Identity Cloak has given the Trust back time, control and confidence.

About The Royal Wolverhampton NHS Trust:

- **Staff**
  11,000+
- **Population served**
  450,000+
- **Sites**
  New Cross, West Park, Cannock Chase, plus 20+ community locations
- **Vision**
  "To deliver exceptional care together to improve the health and wellbeing of our communities."

> "Another useful feature has been the **video trimming tool** which **simplifies the editing of long clips** in which the subject moves in and out of frame and appears only intermittently."

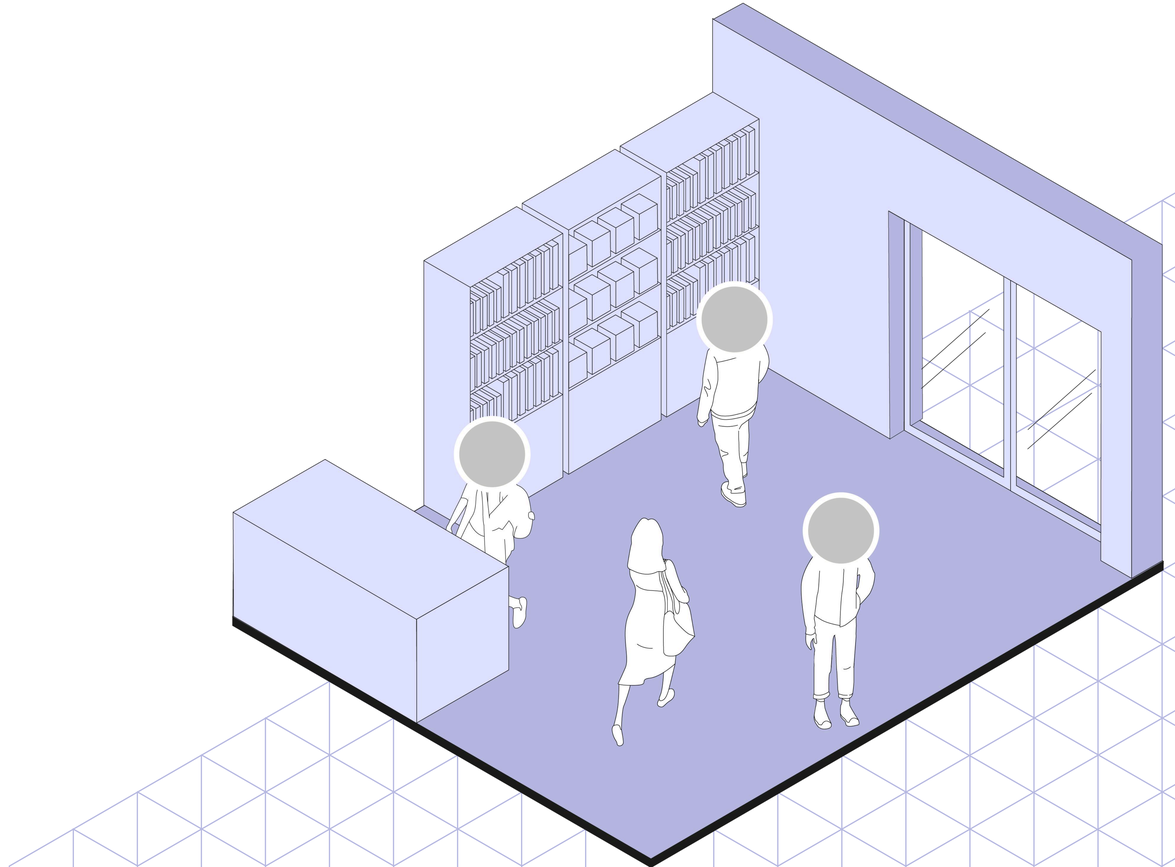
Conclusion

A Model for GDPR Video Compliance

- Challenge
  Old video redaction tools were slow and unreliable.
- Solution
  Identity Cloak's AI redaction and video standardisation.
- Result
  Faster SARs, legal protection, efficient use of staff time and training potential.

Stay on top of compliance 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.



About Facit

Cutting-edge compliance and video analytics software

Solve problems, create opportunities and enhance business operations

23	80+	2
Countries where Facit solutions are developed	Current customers	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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