Empowering educators with a streamlined DSAR process:

how software can help fulfil data subject access requests

Facit

Facit

Welcome to Facit's DSAR and compliance guide for the education sector

Facit, a leading provider of compliance software in the education sector, has created this comprehensive compliance guide to empower you to quickly and efficiently respond to DSARs (data subject access requests).

Ensure you are meeting data compliance requirements while minimising disruption to your workflow. This guide explains:

- Relevant data compliance laws for the education sector
- A 10-step process for responding to DSARs
- How to use redaction tools to securely share documents and videos

What data compliance laws affect schools, colleges and universities?

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In the UK, education institutions are subject to several data compliance laws that govern how they process and protect personal data. Here are the key laws:

General Data Protection Regulation (GDPR)

GDPR is a comprehensive data protection law that applies to all organisations handling personal data of individuals. Schools, colleges and universities must comply with GDPR requirements regarding the collection, processing and storage of personal data of students, staff and other individuals.

The primary concern for schools and colleges is that most data breach incidents relate to children, who are considered among the vulnerable, and whose data is subject to specific protections under GDPR.

> Educators should note that the ICO states that personal data must be processed "using appropriate technical or organisational measures." In other words, educators are required to publish privacy policies, train staff in data handling and breach reporting, and deploy technology to ensure reliable data protection.

Data Protection Act 2018 (DPA 2018)

The Data Protection Act complements GDPR by providing additional details and exemptions specific to UK law. The DPA 2018 sets out how to protect and process personal data, including provisions related to data security, data breaches and individuals' rights.

The Education (Pupil Information) (England) Regulations 2005

These regulations set out the framework for how schools in England can collect and use pupil information, including sensitive personal data such as ethnicity and special educational needs.

Freedom of Information Act 2000 (FOIA)

The FOIA gives individuals the right to access information held by public authorities, including schools and colleges that are maintained by local authorities or academies. Schools must comply with requests for information, subject to certain exemptions.

Children's Online Privacy Protection Act (COPPA)

Although COPPA is a U.S. law, it applies to UK schools if they offer online services aimed at children under the age of 13. COPPA imposes requirements for obtaining parental consent for the collection of personal information from children.

Special Educational Needs and Disability (SEND) Code of Practice

While not a data compliance law specifically, the SEND Code of Practice in England provides guidance on how schools should identify, assess and support children with special educational needs and disabilities.

The Code of Practice includes provisions related to the collection and use of sensitive personal data about students' needs and abilities.

These laws and codes collectively aim to ensure that education establishments handle personal data responsibly, protect individuals' privacy rights and maintain the security of sensitive information.

Failure to comply with UK laws and related codes can result in censure, fines and reputational damage for schools, colleges and universities.

How to respond to a data subject access request

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By law, people can ask you for a copy of any information that relates to them, such as pupil records, personnel files and video footage, as it is deemed to be their personal data, and they have a legal right to see it.

If someone asks you for a copy of their personal data, by phone, in person, or in writing, they have made a 'data subject access request' (DSAR/SAR), and you need to respond.

DSARs are easy for an individual to make. However, for educators receiving a DSAR it can be a complex matter, and take many hours of work and significant resources to respond compliantly and within ICO timescales.

Any individual who is dissatisfied with the speed or content of an educational institution's DSAR response can also complain to the ICO.

This DSAR fulfilment checklist is intended to help educators respond to DSARs in as straightforward a manner as possible.

1: Assign a data protection lead

This could be the dedicated data protection officer or a member of staff to take the lead on the specific request.

2: Check on the identity of the requestor

If you are not certain about the identity of the requester – i.e., that they are who they say they are – you should verify the requester's identity before responding to the DSAR. Verification can take the form of requesting ID, asking questions to which only the authentic requester would know the answers, or asking for reference numbers, dates and locations.

3: Check that the requester is authorised

If the DSAR is made by someone other than the person the data is about (such as a parent, guardian, relative or solicitor), check that the requester has been authorised.

You should ask for written authority to act on behalf of the person concerned, or a document showing power of attorney.

Children older than 12 can make their own DSARs, so if a parent or carer makes a request, you should usually get permission from the child first.

4: Create a DSAR fulfilment calendar

Data holders have thirty days to gather requested data and provide it to the requester in the format of their choice. The thirty days starts from the time the requester's identity and authority have been verified.

If the DSAR is complex, or the requester has made a lot of requests, you can take an extra two months to respond. You must, however, let the requester know there will be a delay before the end of the initial fulfilment period.

5: Double check what is being requested

Requesters may ask for all the data you hold on them or they may ask for something specific. Clarify precisely what the requester is asking for.

6: Search for the relevant information

Use search functions on all devices to locate all incidents of the data being requested. Devices can include smartphones, computers, archived files, emails, external hard-drives, tablets, memory sticks, voice recordings, social media posts and CCTV records.

7: Check what you need to redact

Before providing the requester with their information, check it carefully to ensure it only contains their information.

If you discover a document, email or video that mentions people other than the person in question, you should redact (hide, mask, black out or remove) any information that does not relate to the person making the DSAR.

Disclosing information about other people is likely to result in a breach of their personal privacy.

8: Think carefully about releasing data about other people

You should avoid disclosing information about other people in a DSAR.

When the personal data you gather includes information that is linked to someone else, consider the impact that disclosure could have.

For example, if all the details about the other person are already in the public domain there may not be a need for redaction. If the requester does not know particular information, there is a strong case for redacting other names and identifying information.

If the requester is likely to guess at the identity of others, you may need to consider whether it's necessary to get the other people's consent prior to release.

9: Choose a response format

If you received a DSAR by email or post, you should reply by email or post, unless the requester specified a preferred response format.

10: Keep a record of your reply

When you send the requester their personal data, include a copy of your privacy policy.

The privacy policy should explain why you hold data, how you acquired it, how long you're planning to keep it, who you share it with, and how people can request changes or data deletion.

Keep dated records of the information you send as you may need to refer to it again, for example if the requester is not satisfied with your response or if they make another request.

The ICO provides a downloadable privacy notice template on its website.

By following these steps, schools can redact documents and videos effectively to protect sensitive information and ensure compliance with privacy laws and regulations.

Redaction options for documents and video footage

Redaction options for documents and video footage

Before redacting any document or video, schools must be able to identify information that needs to be redacted. Information could include personally identifiable information (PII) such as names, faces, vehicle licence plates, addresses, health data, or other confidential data.

Your choice of redaction process will determine how easy it is to locate data stored in multiple locations such as printed and electronic documents, spreadsheets and emails.

Manual vs software

Manual redaction	Redaction software
Manual redaction was the most common redaction method for many years. Typically, manual redaction involves carefully reviewing content and using black bars, or other blurring methods, to obscure sensitive information. For video footage, manual redaction involves blurring sensitive information frame by frame.	There are software tools available for automating document and video redaction. These tools allow users to select sensitive information and remove or obscure it.

Let's compare:

	Manual redaction	Redaction software
Accuracy	Humans are excellent at identifying and redacting sensitive information, even in complex documents and busy video footage. However, manual redaction can lead to missed information or inconsistencies.	Software improves accuracy via automation and reduces human error.
Time	Redacting large volumes of documents and videos manually is slow and laborious.	Digital tools redact large batches of documents quickly and consistently, and video redaction software tracks and redacts individuals automatically, which saves time on manual frame-by-frame redaction.

	Manual redaction	Redaction software
Cost	Physical redaction requires no additional software purchases, just markers or stickers. However, redacting large volumes of documents manually is slow and laborious. If you calculate the hours it takes a human to redact, it will cost a lot more than the cost of software.	Costs depend on the software chosen. Some providers will charge per case or per 1,000 documents, per video, or by the number of processed minutes. With Facit, the cost is fixed each year – regardless of the number of documents or videos you redact.
Functionality	Manual methods can't search for keywords or automatically detect sensitive data types.	Dedicated redaction software offers keyword searches, automatic data detection, and permanent information removal. Digital video redaction is flexible and provides multiple privacy options, such as faces, full body, licence plates and bespoke shape redaction.

Whichever you decide – quality assurance is key

Before sharing or publishing redacted documents or videos, it is important to conduct quality assurance checks to ensure that all sensitive information has been properly redacted and that the redaction is not reversible.

It should be noted that many digital tools were created for purposes other than compliance, so they can be difficult for non-experts to use, and may not be 100% reliable. Always review a piece of software fully before purchasing to ensure it suits your requirements, can effectively and efficiently complete DSARs, and meets compliance laws.

Software – on premises vs cloud solution?

On-premises	Cloud
An on-premises solution is installed directly onto your system and operates behind your firewall.	A cloud solution is when you access the software over the internet through a web browser or dedicated app.

The pros and cons of Cloud redaction solutions

Sometimes on-line and Cloud solutions appear to be the least expensive options for redacting documents and video.

However, schools and colleges that take this initial route find that the tools are not intuitive to use, are not fast, that they require significant manual intervention, and may not provide reliable redaction.

Even when a document or video has a redaction box 'burnt in' there are risks of data and metadata disclosure via text files extracted from the native file or generated via Optical Character Recognition (OCR). In other words, confidential information can easily slip through the "back door".

Complexity of document and data formats

For institutions which receive only a handful of simple DSARs, Cloud redaction tools may work as quick fixes. In reality, the compliance professional still has to do the redaction work themselves and Cloud redaction can be time-consuming. While a few simple documents can be handled in the Cloud, the increasing complexity of document formats and video volumes frequently make it impossible for users to redact data in the Cloud efficiently.

Potential redaction degradation

When it comes to GDPR redaction requirements, there is no room for miscalculations, skipped frames or text fields, reversible redaction, or unsecure transmissions. Cloud data processing contains potential risks, such as:

- Feature loss: Data 'search and remove' functions are degraded.
- Bandwidth: Cloud data processing is slow.
- Redaction assurance: Unable to redact all document types and metadata.
- Scalability: Unable to cope with spikes in DSARs.
- Security issues: Cloud systems are less secure than in-house systems

With video redaction, Cloud processing raises even more issues, such as:

- Feature loss: The best video redaction software systems are built with AI capabilities that reduce human error and significantly increase processing times. In the Cloud, these features can be lost or degraded.
- Bandwidth pressures: Processing videos in the Cloud takes huge amounts of bandwidth. Rendering video files in the Cloud can be very slow and compromise an office's bandwidth for other activities.
- Quality degradation: Cloud editing software frequently use proxy files, which results in faster Cloud processing, but the output can be a low-quality video file.

Which solution is best?

Best practice dictates an on-premises software solution

The impetus among Data Officers today is to keep all data within the organisation's own IT environment. Outsourcing to third party portals, email transmission, Cloud processing and, certainly, postal transfer all introduce significance risk of human error and data breaches.

Outsourcing also increases the risk of missing the ICO's deadline for data subject access requests (DSARs). A surge in DSARs has been brought about by people's increased data privacy awareness, and in 2021 only 39% of DSARs were completed within the 30-day deadline.

Why do schools, colleges and universities need data redaction tools?

Why do schools, colleges and universities need data redaction tools?

Education establishments need data redaction (data masking) tools for a variety of reasons. Primarily the need for redaction is rooted in legal requirements to ensure that data is captured, stored, shared, and ultimately deleted without breaching the privacy rights of individuals.

> **Data breaches occur when unredacted documents, images and video footage are shared – intentionally or accidentally – without consent and/or with unauthorised personnel.**

Privacy protection

Schools, colleges and universities handle sensitive information about students, teachers and staff. This data includes personally identifiable information such as names, addresses and phone numbers, as well as academic and medical records.

Redaction tools help to ensure that personal information is properly protected and not exposed to unauthorised individuals.

Compliance requirements

Educational institutions are subject to various regulations and laws governing the protection of student and employee data. Data redaction tools help schools comply with these regulations by handling data securely and redacting sensitive information.

Data sharing

Sometimes, schools and colleges need to share information with other parties, such as government agencies, researchers or other educational institutions. Before sharing, educators often need to redact sensitive details to protect privacy and confidentiality.

Legal obligations

Educational institutions may become involved in legal proceedings during which they need to disclose documents and video footage containing sensitive information. Redaction tools help them comply with legal requirements to protect privacy while fulfilling their legal obligations.

Preventing identity theft, fraud and abuse

Redacting sensitive information from documents, images and video footage helps to prevent identity theft and fraud, and forms of abuse ranging from bullying, impersonation and harassment.

Removing sensitive information from records and images reduces the risk of information being misused.

Minimising data breach risks

Redaction tools help to minimise the risk of data breaches by ensuring that only necessary information is stored or shared.

By removing unnecessary sensitive data from documents and video footage, schools and colleges can reduce the likelihood of a breach and the impact of breaches.

Notably, redaction tools enable schools and colleges to remove all but the subject of interest from documents and video footage when fulfilling subject access requests.

Schools and colleges are currently using risky processes

There are known pitfalls that present themselves when educators try to by-pass redaction best practice.

Schools sometimes adopt workarounds such as showing videos to parents of their children in private settings to maintain confidentiality. However, if footage shows other children or members of staff, such workarounds will lead to a potentially serious breach of regulations.

When sharing documents, schools can easily fall foul of metadata that is stored in MS Office files, registers and spreadsheets, which unauthorised readers can view, even if data is not visible on screen or to the naked eye.

> Data redaction tools are essential for schools and colleges to protect privacy, comply with regulations, and maintain the trust of students, parents, staff members and the wider community.

What has led to institutions needing Facit?

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Escalating violence creates more evidence processing

- 40% of young people were bullied in the last 12 months (DoE)
- 37% of teachers report physical abuse from pupils (NASUWT)
- Homicide with a sharp instrument among 13-to-19-year-olds is at the highest recorded (ONS)

Disturbances in schools have led to increased security measures, and a commensurate increase in incident reports and the use of video.

Video cameras are used to detect incidents, facilitate access control and speed-up responses to emergencies.

Data privacy breaches are on the rise in UK schools

In the UK, the education sector is the **second worst-hit by data breaches**.

The concern for schools is that most data breach incidents relate to children, whose data is subject to specific protections under GDPR.

The ICO states that personal data must be processed "using appropriate technical or organisational measures."

Common data breaches in the education sector

Most data breaches are the result of human error or a lack of awareness. The most common causes of data breaches in the education sector are:

- Sending digital documents to unauthorised people.
- Revealing people's identities by failing to use blind copy in emails.
- Ineffective data storage and protection.
- Showing unedited video footage to parents.
- Inappropriate disclosure of children's photographs.
- Disclosure of sensitive information in classrooms.
- Inadequate special category data protection.
- Insufficient data handling training.

In addition, schools and colleges routinely turn down data subject access requests (DSARs) on the grounds that they do not have redaction (data masking) capabilities, or by arguing that the requests are vexatious.

The first category of refusal constitutes a breach of GDPR, while the second category is unsustainable as a blanket policy.

ICO guidance update on safe learning environments

In 2023, the ICO updated its advice on safe learning environments to include 'Know what to do with your CCTV footage.' The ICO cautions:

> **"If footage contains images of other people, you should only disclose the footage if you have the third party's consent to do so ... Where this isn't the case, you should redact the footage to remove or disguise the third parties."**

Access redaction economies of scale

Some aspects of data privacy associated with images and video in schools are ambiguous or hard to control. As schools' data breaches rise, it is inevitable that video footage will become the subject of an investigation.

Multi-Academy Trust schools, in particular, have a significant opportunity to pool resources and consider estate-wide solutions.

How the education sector is using document and video redaction software

![Facit logo]

How the education sector is using document and video redaction software

Here are examples of how Facit's education customers have been using our software, and the benefits generated.

Identity Cloak – video redaction software

Large groups

A reoccurring scenario for those in the education sector is footage that includes large groups of people in:

- Playgrounds
- Busy hallways and corridors
- Sporting events
- Large outdoor open spaces, e.g. playing fields

To overcome complex-scene challenges, Facit customer use our **full screen blur** option and subsequently un-redact only the persons and/or objects of interest.

Other recorded scenarios have included altercations, theft and allegations against teachers, with video footage that shows 100 students. Our customers value our system's simplicity and the flexibility it provides to select different redaction modes that eliminate complexities surrounding privacy. For example, **head and body mode** redaction to suit the privacy requirements of any captured scene.

Transport

Even if schools use third party providers, the school has the responsibility to safeguard pupils. Our customers have used video redaction for:

- Evidence of students not providing a valid travel ticket
- Reviewing altercations between students
- Investigating accidents

Car parks

Car park cameras are often a requirement of insurance providers who require video evidence. Licence plates, and in Europe car make and model, are regarded as personal identifiable information. Therefore, only the car details of interest should be visible when video is shared with third parties. Using Facit's **licence plate redaction** feature, operators automatically redact all sensitive information to comply with data protection laws.

Different video sources

If a video can be played in a VLC player, it can be imported into Identity Cloak, for example AVI and MP4. Plus, the **screen recorder** has enabled customers to record footage that is playing on their screen if the file type is not supported or they are using a proprietary player. Our education clients have used footage recorded on CCTV, bodycams, dashcams, digital cameras and mobile phones.

Easy process for compliance

Identity Cloak ensures compliance with data privacy laws and reduces the pressure on education institutions. Our customers are now confident in their capabilities to respond to a request – they know the process, know they will meet the DSAR deadline and do not need to worry about additional cost.

Identity Cloak incorporates privacy by design as it becomes part of the organisation's compliance process. It is on premises and sits behind the school's firewall. It is secure and enhances the security solution.

Our clients can now effectively respond to requests to adhere to privacy laws – whether that's in the UK (GDPR, others) or across the world (FERPA, etc).

Cost and time saving process

Identity Cloak includes **unlimited video redaction for cost-certainty.** There is no limit on the number of exports or video length. This has provided reassurance to schools that costs will not fluctuate and budgeting is predictable. Furthermore, our customers avoid censure and potential fines for non-compliance with ICO and data privacy regulations.

Increase in requests

With more and more parents/guardians aware of their data privacy rights, there has been an increase in requests. Facit is aware that some schools are being challenged by parents/guardians for video when an incident has occurred. Under data protection laws you are required to either obtain permission from all involved to share the video, or to redact.

Educators often show the video footage to people on the school premises by reasoning that as it is not being shared, they are complying with data protection laws. However, even when video is shown in what is considered to be a private setting, footage must be redacted.

Educators have previously denied access to video footage by claiming that they cannot redact the video. In response, parents have been sending schools links to web sites that offer redaction. However, not all redaction systems are suitable for use by schools as they can pose security risks, and are unlikely to be cost-effective.

Our customers are now enhancing their data protection practices to ensure they comply to avoid censure, fines and reputational damage.

Data requests often come from:

- Parents
- Insurance companies
- Police
- Local authority
- Staff
- Members of the public

No manual editing

A key feature of Identity cloak is the **autotracking feature**. When a video is imported into the software, AI automatically tracks people to enable one-click redaction. Manual editing is minimal, and can be employed when required. Our customers have found that automation significantly reduces the time it takes to redact a video, compared to previous software used.

Please note: Identity Cloak's AI function does not track individuals or identify personal information, it is tracks shapes, which are heads and bodies, and it therefore complies fully with data protection laws.

Proactive rather than reactive

Some customers embark on a video redaction process following a distressed or urgent situation – but others have followed best practice and incorporated redaction software into their data privacy protocols to ensure they can respond to an urgent situation as soon as is required.

"Not as expensive as I thought, and I like that Facit offers discounts for the education sector"

"Purchased the software because it is quick and easy to use"

Document redaction software

Improved efficiency

Manually redacting documents can be time-consuming and error-prone. Facit's software automates the redaction process and enables education institutions to redact documents quickly and accurately. Staff can then focus on other important tasks.

Facit's customers value the **automatic redaction feature** that automatically detects the most common identifiers: names, phone numbers, email addresses and more. They are also able to **define a list of terms to redact** across multiple case documents, including email attachments.

Once processed, customers can then manually redact sections of documents or files on a case-by-case basis within the software. There is no need to export until all redactions been completed.

Fixed cost – unlimited redactions

Known budgets and predictable costs are extremely important to Facit's education customers. Even with depleted budgets, schools must respond to DSARs, and the amount received can vary each year. With Facit's software, educators know how much to budget for each year, which removes some of the pressure associated with DSAR fulfilment.

In one instance, parents at a school joined together to submit multiple DSARs. The school had to redeploy staff from core duties in order to focus on the response and ensure that they met the DASR deadline. Document redaction software has meant DSARs no longer cause mass disruption. Document redaction is fast and accurate; staff can focus on providing an excellent education to its pupils.

Reduced errors

Manual redaction frequently leads to accidental disclosure of sensitive information. After all, documents can be lengthy and complex, and humans get distracted or tired. Facit's software eliminates the risk of human error by ensuring that all instances of specified data are identified and removed.

Versatility – 15+files

Facit's software processes various file formats, including PDFs, Word documents, spreadsheets, images, emails and their attachments. Educators are able to redact a wide range of documents used in daily operations.

Secure redaction

Avoid potential exposure by completing redaction in-house, safe in the knowledge that exported, redacted documents contain no metadata or layers that can be reversed to expose sensitive data. Be assured that you will be sharing only necessary information with parents, external agencies or the public, and that you will be protecting the privacy of pupils and staff.

Compliance with privacy laws

By complying with privacy laws, our customers safeguard their pupils, members of staff and local community. Some education customers have previously endured damage to the reputation of their school owing to the complexity of DSARs and their inability respond within deadline. One customer compared having in-house redaction capabilities to having an effective insurance policy, and having the ability to be proactive rather than reactive.

Increase in requests

To cope with more and more people submitting DSARs, our customers have enhanced their compliance processes in order to be robust and ensure timely compliance with privacy laws. Customers use Facit's document redaction software to meet pressing situations, such as:

- Pupil incident investigation
- Insurance claims
- Internal investigations
- Best practice and training

> 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.

Video redaction case study

Chignecto Central
Regional Centre for Education

Simplifying compliance with data protection laws and reducing redaction times

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.

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

> 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

Facit document and video redaction software

AI-powered compliance software

Easily respond to data subject access requests (DSARS) with automated document and video redaction software

Save time and money with automated video and document redaction software

Facit empowers the education sector to comply with data protection laws and protect the privacy of its staff and students.

Automated video and document redaction software will enable schools, colleges and universities to complete data subject access requests (DSARs) in-house for full data protection without overwhelming your teams.

With **unlimited video and document redactions**, Facit's software ensures there is no fluctuation in costs for budget certainty.

- Facit software is easy to deploy, scale and maintain. It reduces costs, enables staff to focus on higher value tasks and increases efficiency

- Be confident in responding to DSARs - whether that be video footage or documents

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

Check out our demo videos on our [website](#).

> "
> Once we saw the product in action and had the pricing, we were sold. This product is quick and easy to use, it has a clean interface. The staff are great to work with when getting things set up. "
>
> Technology Specialist

# Solve problems, create opportunities and enhance operations

About Facit

Launched in 2014, Facit is a global company, with solutions deployed in over 23 counties. We are trusted by organisatins around the world, including partnerships with global market leaders such as Milestone, Axis and Nvidia.

At the forefront of technology, we have two patents, and the team is constantly developing our suite of software and solutions, to stay on top of market needs and privacy legislation to make our clients' lives easier.

23

countries where Facit
solutions are deployed

80+
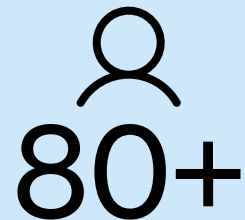
current customers

2

technology patents
granted

Irreversible document redaction

AI-powered document processing which automatically redacts high volumes of files, including emails and their attachments.

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

Benefits

- Save time by redacting personal information with one click

- Redact files in 15+ formats

- Increase productivity by quickly redacting complex, high-volume cases

- Remain fully compliant with data protection laws

- Reduce risk and prevent data breaches with an on-premise solution

- Irreversible redaction with no meta data remaining

- Streamline workflows by easily tracking excluded, partially redacted and processed files

- Increase efficiency by working on multiple requests simultaneously

90%
of personal information automatically redacted

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

Fixed costs

No variable costs to ensure full budget transparency and cost forecasting

Manual redaction

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

15+ file formats

Automatically redact personal information from files, email chains and attachments

" 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
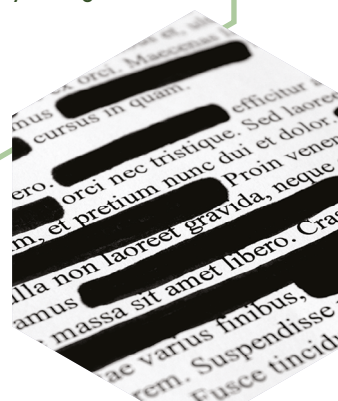
Stay on top of video footage requests with Identity Cloak

Complete every video footage request on time. Stay compliant with your local privacy regulations.

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

What can Identity Cloak blur?

- Faces/Bodies of individuals in large groups in playgrounds, libraries and busy corridors

- Licence plates on vehicles in car parks

- Footage taken from CCTV, bodycam, dashcam, mobile phone and social media

Why choose Identity Cloak?

- Unlimited videos, unlimited minutes, no restrictions on video duration

- Automatically track persons as they move around

- Remain fully compliant with data protection laws

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

- Easy video import, even from proprietary player footage

- Customer Success Manager to support you, plus webinars, walkthrough videos, email and chat support
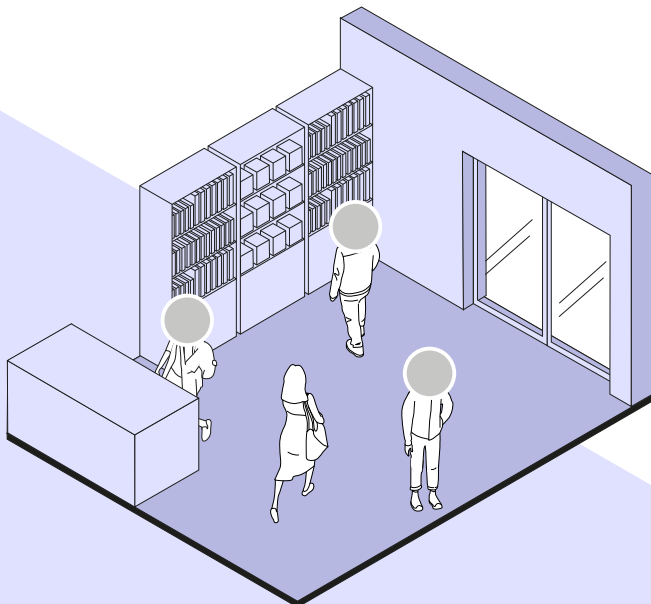
Redaction in four simple steps

Import

Easily import videos. Accelerate redaction by choosing only relevant segments of your video file.

- Import any type of footage, eg MP4 and AVI
- Audio import
- Built-in screen recorder for proprietary player footage

Track

Automatically track and blur moving people throughout your video to complete redaction up to 60% faster.

- Manual and auto modes available
- Head/face redaction mode
- Full-body redaction mode

Adjust

Finalise your redaction by choosing the most appropriate redaction mode and hide personal information like IDs, posters or licence plates.

- Customise shape, size and degree
- Inverse track and full screen blur
- Adjustable size and degree of blur

Export

Review redacted footage and export your redacted file.

- Irreversible file creation
- AVI or MP4 format file export
- Original footage left unchanged for data integrity

Video redaction plug-ins for Milestone

Complete video redaction within Milestone with Live and Playback plug-ins. Import videos from outside of Milestone. Roll out plug-ins in under 10 minutes.

Live blur

Live blur removes data breach risks by auto redacting faces, bodies and licence plates.

- One-click redaction activation

- Customisable exclusion/inclusion zones

- Control the degree of blur applied – enable operators to understand the context of the feed without breaking data protection laws

- Links to alarm functions to trigger blur removal

Playback blur

Same AI-powered redaction features as Identity Cloak standalone software.

- Unlimited videos, unlimited minutes, no restrictions on video duration

- Four step redaction: import, track, adjust, export

- Automatically track persons as they move around

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

Trusted by over 80 organisations across 23 countries
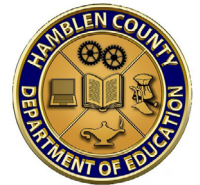
Here's what our clients say

"It's a solution that will take any type of recorded media and audio, and just takes the hard work out of everything. It's easy to use, it's fast, it's accurate. To me, it's just a piece of magic because of the amount of time it saved me."

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

"The company is in a better position using Identity Cloak. Far better oversight of redaction costs now, whereas it was previously difficult to track spending.

The legal team is happier because Identity Cloak provides a reliable in-house solution, which is increasingly important now that the structures associated with GDPR have taken data protection to even more demanding levels."

"It has reduced our workload from weeks to days and mitigates lots of risk in relation to fines. I'd recommend Facit to anyone."

"I was able to redact an 8 minute clip from start to finish in about 10 minutes which usually could take up to 30 or longer depending on the footage itself."

Video and document redaction for the education sector

Streamline the redaction process, reduce the risk of privacy breaches and ensure ongoing support in safeguarding student privacy.

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Sustainability
Rating

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