Facit

Case study:

Tate Museum

Facit's Identity Cloak significantly boosted security response by Tate Museum

Overview

High footfall venues and tourist attractions are hotspots for public nuisance, theft, non-payment, at worst terrorism, and at best accidents that still have to be processed in accordance with data protection laws and health and safety policies.

Objectives

- Create an environment that discourages crime and keeps visitors safe
- Ensuring compliance with GDPR and other data protection laws
- Dramatically reduce video editing time and manual effort
- Ensure rapid incident response

> The investment in Identity Cloak has been excellent value, it allows us to maintain high standards of security and compliance while being agile enough to respond fast when it counts

Tate museums use CCTV for public safety, crime prevention, and staff and visitor protection. They also collect some personal data, including images and other information from CCTV footage.

However, the museums are transparent about their data handling practices and comply with data protection laws. Visitors can access information about how Tate handles personal data, including CCTV footage, and can make requests related to their personal data in the form of a subject access request.

The Challenge:

Public Safety, Art Security and GDPR Compliance

For high profile venues like the Tate's four UK museums - Tate Modern and Tate Britain in London, plus sites in Liverpool and St Ives - security is a tough nut to crack.
These spaces welcome millions of visitors every year which makes them vulnerable to a range of incidents from vandalism to terrorism. On top of that, there's the added responsibility of protecting priceless works of art, many of which are on loan from private collectors and global institutions.

Tate's security team faced two key demands:

1. **Deterrence**
   Create an environment that discourages crime and keeps visitors safe.
2. **Rapid incident response**
   When something does happen, have a quick and effective response.

However, meeting these demands was getting harder with GDPR legislation that requires any video footage shared externally to protect the privacy of all individuals not directly involved in the incident.

To enable the police to act quickly on evidence Tate needed to redact CCTV footage quickly, which was proving costly and time consuming using manual methods or outsourcing to third parties.
The police couldn't process unedited footage, and the ICO says businesses can't plead "lack of redaction resources," so Tate needed an in-house video processing solution.

"We're particularly pleased with the feedback from Identity Cloak users who say the software is fast, flexible and accurate, which are the characteristics we always try to deliver to give users confidence and a good experience."

Waqas Hassan
CEO of Facit

The Solution:

Facit's Identity Cloak – A Purpose-Built AI Video Redaction Tool

Tate turned to Facit and chose their Identity Cloak redaction software - a smart, AI driven, rapid response redaction tool that enables security teams to edit video in-house, in real time and in full compliance with GDPR.

Tate's security team now:

- Instantly finds the relevant footage of an incident.
- Clicks to tag and track individuals of interest.
- Automatically blurs or masks all other individuals in the video.
- Generates a compliance ready redacted preview in minutes.
- Exports the final video securely and share with police or other third parties.

Key Acknowledgement:

From start to finish the video redaction process takes around 15 to 30 minutes which is a huge improvement on traditional methods that can take 3 to 5 days.

Results:

Faster Response, Better Compliance and Less Work

With Identity Cloak the Tate now has a powerful tool in their security response toolkit. Edited video footage can be shared with the police almost immediately after an incident which increases the chances of resolving a situation, by identifying suspects and preventing repeat offences.

Identity Cloak Benefits:

- GDPR Compliance
  Footage is redacted in-house, securely and quickly.
- Real-Time Police Support
  Police can act while incidents are still fresh.
- Operational Efficiency
  Reduces cost and time spent on third party video editing.
- Risk Reduction
  Protects the Tate's assets, visitors and reputation.
- ROI
  The system has paid for itself quickly, not just financially but also by providing peace of mind.

Feedback on Identity Cloak

Incident Evidence and Legal Requests

"The investment in Identity Cloak has been excellent value," says Barry Palmer, Head of Safety and Security at Tate. "It allows us to maintain high standards of security and compliance while being agile enough to respond fast when it counts."

Innovating Ahead, Together

For Facit Data Systems the project is a great example of technology delivering real world impact.

"It's a privilege to work with an iconic cultural institution like the Tate," says Waqas Hassan, CEO of Facit. "We're particularly pleased with the feedback from Identity Cloak users who say the software is fast, flexible and accurate, which are the characteristics we always try to deliver to give users confidence and a good experience."

Visitor Numbers at Tate Museums:

- Tate Modern: Nearly 5 million annually – UK's third most visited attraction
- Tate Britain: 1.5 million
- Tate Liverpool: 700,000
- Tate St Ives: 240,000

The safety of such large numbers of visitors to Tate venues, plus risks to assets, property and the wellbeing of staff and the public, means rapid response to incidents is a 'must have' which includes the ability to share evidence in a compliant format in time for the authorities to act.

Conclusion

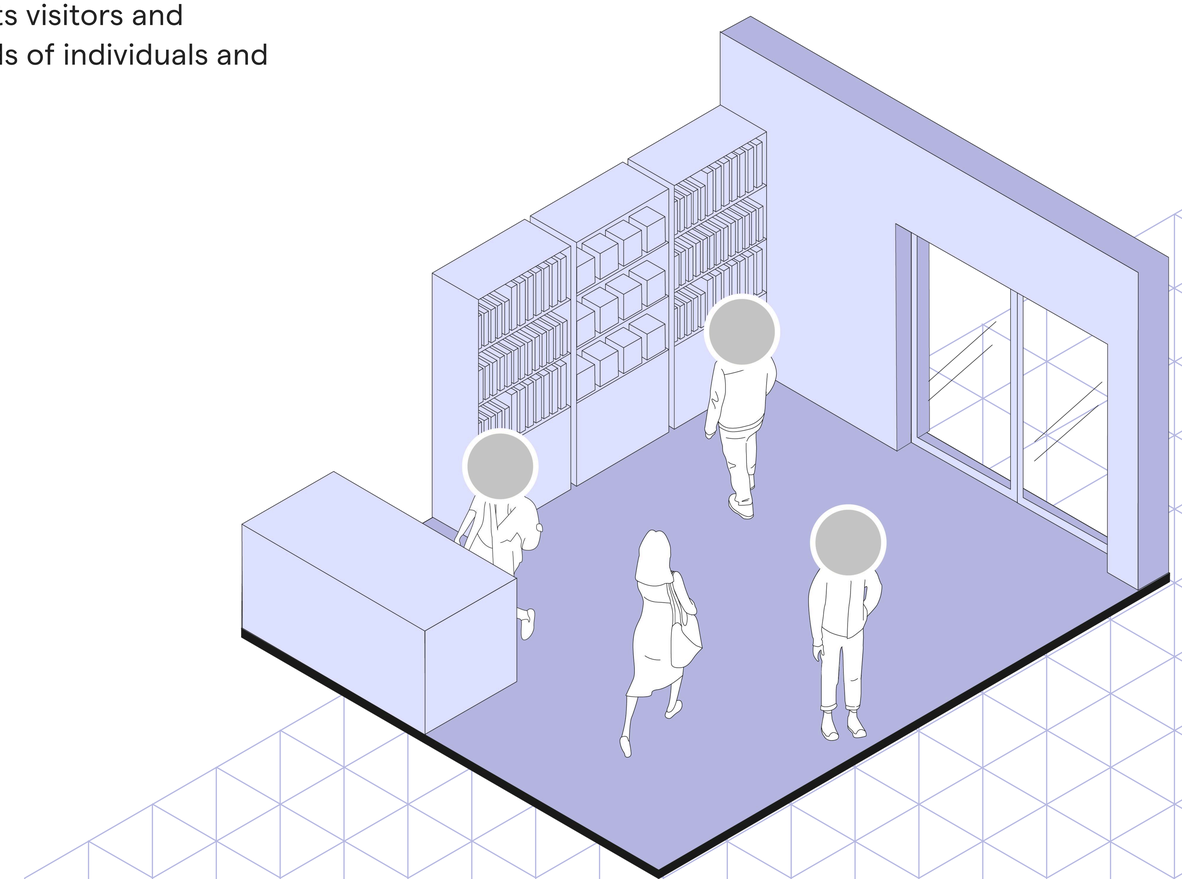
A Smarter, Safer Public Space

The implementation of Facit's Identity Cloak has enabled Tate Museum to modernise its video redaction, reduce the burden of GDPR compliance and keep up with the demands of a growing, high footfall destination.

Identity Cloak has changed the game for Tate's security. Now, GDPR-compliant video redaction is achieved in minutes. Investment in AI video compliance technology means that it can maintain privacy standards, protect its visitors and respond quickly to the needs of individuals and organisations.

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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