

Case study:

Royal Cornwall Hospital NHS Trust

Enhancing Security and Privacy at the Royal Cornwall Hospitals NHS Trust with Identity Cloak

Overview

The Royal Cornwall Hospitals NHS Trust (RCHT) is one of Cornwall's largest healthcare providers. It provides secondary care services across multiple sites.

Objectives

- Gather and operate video footage with integrity
- Reaffirm its commitment to safeguarding employee and patient safety
- Be a leading force in responsible data management



// People are ill, anxious and sometimes intoxicated - and being filmed can make them more aware of their surroundings. We need to be ready to handle any data requests quickly and professionally //

-Natasha Quick
Security Lead and Local Security
Management Specialist

Its main facility, the Royal Cornwall Hospital in Truro, operates approximately 750 inpatient beds and delivers a wide range of essential services, from outpatient appointments to emergency care.

At the heart of the Trust's operations is a commitment to patient safety, confidentiality and compliance.

One of those responsible is Natasha Quick, the Trust's Security Lead and Local Security Management Specialist (LSMS). Under her direction, RCHT is continually strengthening its physical security.

That's where Facit's Identity Cloak came in.

Although the Trust receives relatively few Subject Access Requests (SARs) - instances where individuals request access to footage that contains their personal data - every request demands absolute precision and confidentiality.

Without a streamlined process for redaction, responding to a SAR can be time-consuming and stressful, particularly for small teams.

Having too many manual redaction requirements can also introduce the risk of human error, potential GDPR breaches and fines of up to £20,000.

The Challenge:

Hospitals operate in environments where confidentiality, privacy and protection are not just obligations - they are ethical imperatives. For RCHT, ensuring that video footage from CCTV systems complies with GDPR and data protection laws is a crucial part of maintaining trust with patients, visitors and staff.





The Solution:

Implementing Identity Cloak Software

To strengthen its response capability and maintain compliance, the Trust implemented Identity Cloak, Facit's automated redaction solution.

The software enables RCHT to blur or remove identifiable details - such as faces, full bodies or vehicle registration plates - from video footage while retaining critical evidence.

Identity Cloak ensures that when a SAR or external footage request is received, the Trust can respond quickly, securely and in line with GDPR requirements.

Natasha Quick and her team also rely on Identity Cloak for broader security needs:

- Routine SARs can be processed quickly and efficiently, for example, SARs related to minor incidents like car park accidents that prompt insurance claims.
- Police requests, such as those from Devon and Cornwall Police for missing person investigations, can be fulfilled promptly. When required for public settings like coroners' courts, Identity Cloak ensures that all individuals not relevant to the case are redacted appropriately.

"The software is incredibly easy to use, it's so intuitive. We just upload the video, set our preferences, and let the automation do the work. As a small team, we simply don't have the time to make lots of manual adjustments. Identity Cloak saves us hours."

Natasha Quick

Security Lead and Local Security
Management Specialist

Results

- **Improved compliance**
The Trust can process footage in full accordance with GDPR and data privacy laws.
- **Faster response times**
SARs and police requests are handled efficiently and minimise the administrative burden.
- **Operational resilience**
The redaction tool forms part of RCHT's business continuity strategy and ensures preparedness for future legislation and technology changes.
- **Peace of mind**
Knowing the right system is in place has significantly reduced stress for the security team.
- **Cost-effectiveness**
By preventing potential fines and streamlining workflows, the software provides excellent value at a manageable annual cost

Innovating Ahead, Together

Looking ahead, RCHT expects the SAR landscape to become even more complex.

Since 2022, the Trust has been using Facit's Identity Cloak - cutting-edge redaction software - as part of its broader crime prevention and data protection strategy.

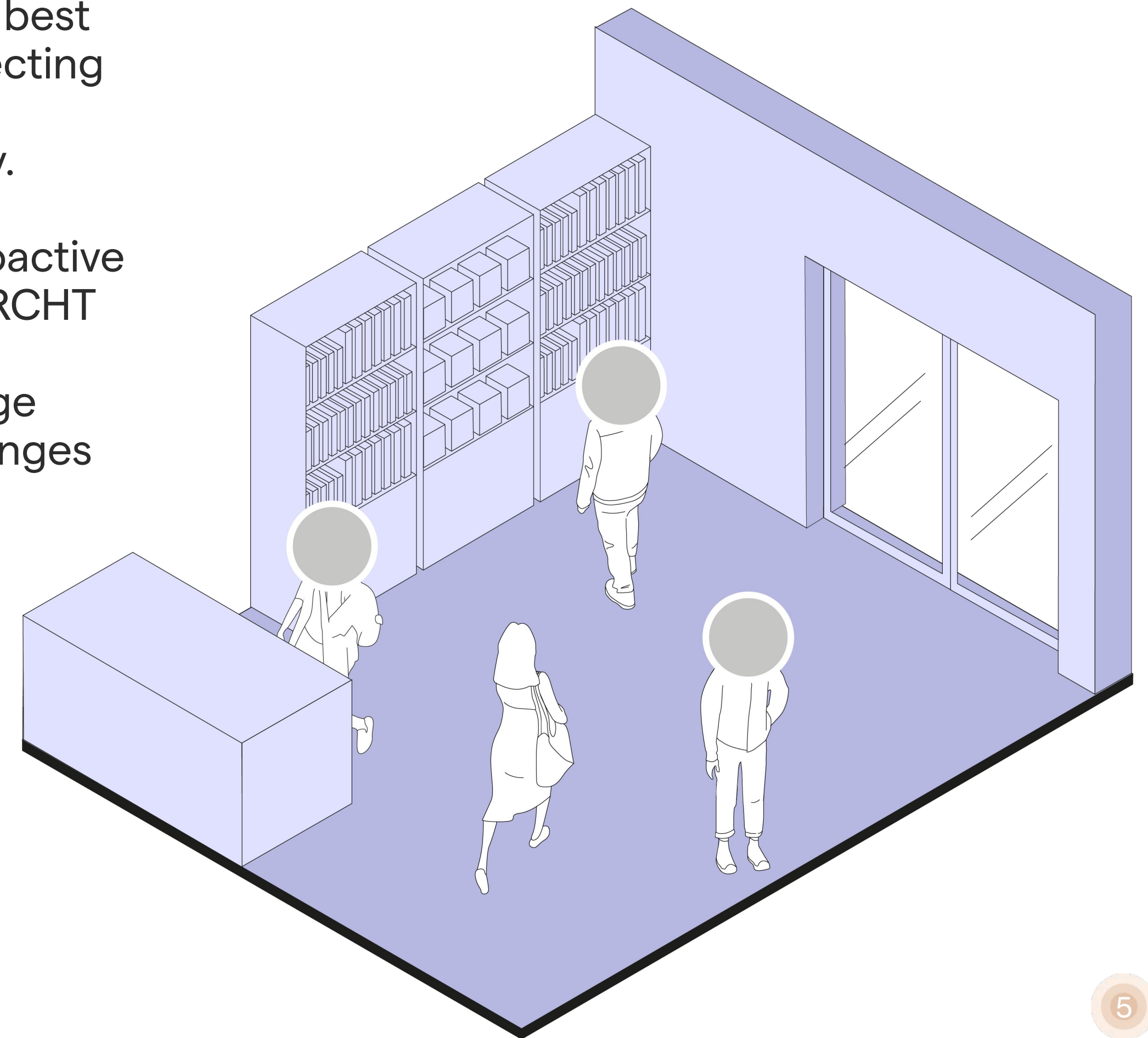
- The introduction of Martyn's Law could increase the volume of SARs, particularly around security and emergency preparedness footage.
- The planned rollout of body-worn cameras for staff may further raise awareness of recorded environments and, in turn, drive more footage requests.

Conclusion

A Key Benefits of Automated Video Redaction

For the Royal Cornwall Hospitals NHS Trust, investing in Identity Cloak wasn't just about compliance, it was about best practice, future readiness and protecting people's privacy in an efficient, compassionate and responsible way.

By combining strong leadership, proactive planning and the right technology, RCHT continues to set an example of how healthcare organisations can manage complex security and privacy challenges with confidence and care.



About Facit

Cutting-edge compliance and video redaction software

Solve problems, create opportunities and enhance business operations

23

Countries where Facit solutions are developed

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 your 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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