



**FACIT**  
DATA SYSTEMS

# VIDEO REDACTION CASE STUDY



# CASE STUDY

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Harrow Council manages Image Redaction with Facit Identity Cloak

*'A VERY INTUITIVE SIMPLE PROCESS.'*

Neil Houlihan (at Harrow Council) stated that working with Identity Cloak is



**Public councils face a complex set of pressures with continued cuts in funding, rising demand for services and economic growth challenges.**

Despite these pressures, citizens expect local authorities to meet the everyday challenges of keeping the traffic flowing and ensuring that they are safe in public areas.

With reduced manpower, councils increasingly rely on CCTV to monitor their public spaces, aid traffic management and even to assist with parking enforcement.

Recently, the increasing focus on personal privacy and the increased regulation from the GDPR means that many councils are facing huge concerns as to whether they can efficiently handle the expected increase in data subject access requests (SARs) from often aging image capture systems. One Council that has met the challenge head on is Harrow Council.



## THE SITUATION

**Harrow Council serves an increasing population of over 250,000 residents.**

Its location on and near the greenbelt, while being only 12 minutes by train from Euston in Central London, attracts people looking for a clean, safe and relatively green environment to live in.

Ensuring the safe and expeditious movement of traffic and monitoring the public spaces of Harrow for public safety and the detection & prevention of crime is heavily reliant on the network of cameras that feed into the team in the control room at Harrow Council's HQ, led by Will Baron.



Will was concerned that there was an increasing demand on his team to produce CCTV footage for use by the Police and third party authorities in criminal and civil action cases. Added to this, Will receives many requests from members of the general public under freedom of information, regarding access to recorded data and with the advent of GDPR meant that redacted footage had to be provided and Harrow's CCTV system had previously no means of achieving this...so he spoke to Facit...

**Facit worked with Will Baron and Neil Houlihan, in providing footage to install Facit Identity Cloak.**

Identity Cloak is innovative, intuitive software designed to work with any image capture system without requiring files to be exported off site. It provides redacted footage with a few clicks of a mouse and can run through hours of footage to track a subject reliably across multiple files without the need for manual manipulation.

In Harrow's case the challenge was increased by the age of their image capture software.

**Chris Selwood, Sales Director takes up the story...**



*"Ordinarily Identity Cloak works through the user dropping the targeted video directly into the application, which ensures both a quick and safe process to supply fully GDPR compliant video upon request".*

*"Harrow simply load up a CD or USB file containing the video clip that requires redaction to their PC and follow the normal process."*

*"We are extremely pleased with results Harrow are achieving in timely compliance and with their support of Identity Cloak."*



## THE EXPERIENCE

Neil Houlihan has stated that working with Identity Cloak is ...

*"a very intuitive simple process" "I use the software anything up to 10 times a day," says Neil.*

*"The software is perfect for our needs and has been 100% reliable. We have tried other systems but this was the easiest by some margin."*

*"I think the most useful feature to us has been the tag & track function. I just find my subject, tag it, and the software will follow that subject throughout the whole clip without needing any intervention. You are left with a fully redacted clip which you can preview and export"*

## THE RESULTS

*Neil says Identity Cloak has made a significant difference to his daily workload.*

*"We are receiving many requests daily from third party authorities and the public.*

*When we get requests, we have 31 days to provide the footage. With this software we can now quickly and efficiently expedite and redact data for compliance, where previously the process could take hours or even days"*



## WANT TO KNOW MORE?

To find out more about Identity Cloak, download a free trial, and see all our other innovative solutions please contact us in the way you prefer:



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