

NUIX NEO DATA PRIVACY FOR MANAGING INFORMATION REQUESTS

For government departments, delayed or inaccurate FOI and DSAR responses erode public trust. Nuix Neo Data Privacy revolutionizes compliance, cutting response times by 95% with advanced automation, precise redaction, and unrivaled accuracy.

OPEN GOVERNMENT INITIATIVES + UPHOLDING PUBLIC TRUST

Government departments face a mounting volume of Freedom of Information (FOI) and Data Subject Access Requests (DSARs). Managing this surge effectively is critical for meeting strict regulatory deadlines, ensuring transparency, and maintaining public trust.

According to The Australia Institute, **97% of all Commonwealth Freedom of Information decisions were more than 90 days late.**¹

Open government initiatives, freedom of information laws, and greater public awareness of data rights, combined with global data protection and privacy laws such as GDPR, CCPA (California), FOIA (USA), LGPD (Brazil), PDPA (Singapore), PIPEDA (Canada), have intensified the expectations placed on government bodies.

Regulatory required response times add to the pressure. In Australia, under the Freedom of Information Act 1982 and the Privacy Act 1988 the statutory deadline is 30 calendar days to respond to FOIs.

Leaving teams overwhelmed with requests and struggling to accurately locate, review, and redact the required information within tight timeframes. Manual approaches amplify these challenges, increasing the risk of errors and delays.

Nuix Neo Data Privacy saved the team between 77 days for a simple [information access] request and 420 days for a larger request – having a searchable, clickable, linked table of contents was a real game changer for the FOI team.

Vikas Pandit Principle Technology and Security Consultant, Booka Consulting

OUR SOLUTION

Nuix Neo Data Privacy transforms FOI and DSAR processing for government departments, slashing response time by 95% with pinpoint accuracy. Harness cutting-edge automation, Cognitive AI, and precision data discovery to streamline workflows, meet regulatory required response timeframes, and fortify public trust in record time.

With Nuix Neo Data Privacy, government departments can:

IDENTIFY

Quickly ingest and process data from multiple sources, from handwritten forms to digitized records

ANALYZE

Immediately classify and extract relevant information using forensic precision.

REDACT

Automate redactions of sensitive data, using Nuix Cognitive AI and Optical Character Recognition (OCR).

ACT

Respond to FOI or DSAR 95% faster; clear backlogs, reduce the burden on your team, and redirect resources to higher-value tasks.

THE OUTCOME

Streamline information requests, stay secure and compliant with Nuix Neo Data Privacy.

Nuix Neo Data Privacy enables government departments to swiftly handle information access requests. Pinpoint critical data, redact sensitive information, and meet regulatory deadlines with unmatched speed and accuracy. Deliver transparency, safeguard public trust, and transform operational efficiency.

1 The Australia Institute's submission to the Senate inquiry as reported in The Australian Financial Review: Freedom of information delays a 'cancer' on access, Published 1 October 2023

KEY FEATURES OF NUIX

Responsible AI:

Nuix Neo Data Privacy uses proprietary responsible Cognitive AI to analyze over 1,000 file types quickly and accurately. Automating the interpretation, enrichment, and prioritization of government agency data to identify relevant documents for an information request.

Automated Redactions:

Effortlessly process terabytes of data, ensuring data is correctly labeled, and securely redacted. Nuix streamlines redactions by applying rule-based and bulk redaction workflows for all file formats.

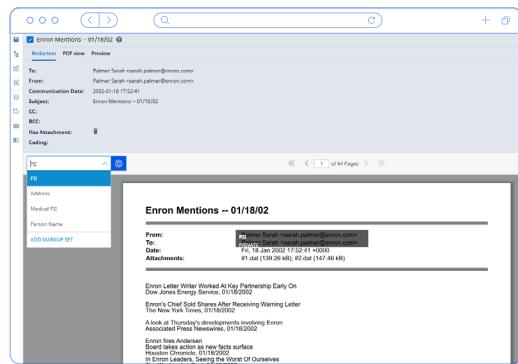


Figure 1: Rule based redactions

Custom FOI + DSAR Models:

With 500 custom models, Nuix comes already tailored to the unique departmental demands for precise and efficient FOI and DSAR processing – plus no-code tools to easily create models tailored to your specific needs.

Detailed Reporting:

Automate the creation of information request reports by compiling only the necessary pages into a streamlined, hyperlinked format. Complete with categorized data summaries, ensuring clarity, transparency, and accountability.

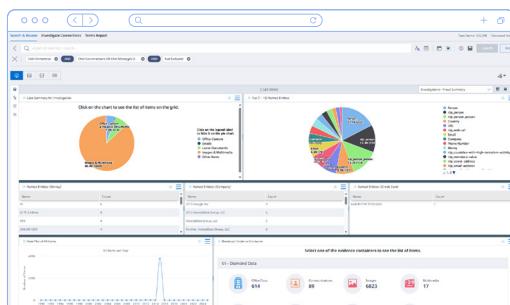


Figure 2: Detailed reporting gives a holistic view of case data

Nuix Limited (ASX : NXL) is a leading provider of AI-powered investigative analytics and intelligent software, empowering organizations to protect, govern, and unlock the value of their data. With a global footprint and over 20 years of experience, Nuix delivers advanced data analysis solutions for industries demanding precision and insight, including eDiscovery, legal processing and review, regulatory compliance, data governance, cybersecurity, and forensic investigations. Harnessing the power of advanced processing, artificial intelligence and machine learning, Nuix helps customers to process, normalize, index, enrich and analyze complex data with speed, scale and forensic accuracy.

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IMPACT

Case Study: Australian Government Department

An Australian government department had an existing backlog of FOI requests that would take a full-time team of 17 officers 19 years to clear. Faced with a typical FOI case involving over 3.5 million documents, including sensitive documents and historic files including poorly scanned handwritten forms. The team approached Nuix.

Nuix Solution in Action

- > Nuix Neo Data Privacy ingested the data, categorized, reviewed, and returned the relevant 5,000 pages in a hyperlinked report within minutes. Replacing months of manual effort.
- > Nuix Neo's automated redaction workflows accurately highlighted every sensitive entity, included the applicable redaction rule, and enables the FOI officer to make final decisions efficiently.

Results

By reducing processing time, FOI teams cleared the backlog of requests, improved response times, and redirected resources to higher-value tasks, all while ensuring legislative compliance.

WHO NEEDS THIS SOLUTION

Assess the value of Nuix Neo Data Privacy for your government department with these key questions:

- > Are you overwhelmed with a growing backlog of FOI and DSAR requests?
- > Can you confidently meet strict legislative deadlines for FOI and DSAR requests?
- > Are current manual processes exposing your department to human error and non-compliance risks?
- > Are you confident that no sensitive information is exposed during the current collation, review and redaction process?

Speak to us today to find out more
nuix.com/contact-us

