

Identification and Automated Redaction of PII/PAN Data

Client

A US-based consumer credit reporting agency.

Challenge

A large US-based credit reporting agency engaged Legility in a multi-year, holistic discovery management support contract but quickly realized that their internal data privacy policies, particularly those associated with PII (Personally Identifiable Information) and PAN (Primary Account Number) data, required special treatment in advance of any discovery-related analysis and review.

“**Legility brought forward a process that saved the client untold amounts of time, effort and cost.**”

With several ongoing discovery-intensive matters (both litigation and regulatory in nature) and many others in the wings, this organization turned to Legility to put forward a defensible, automated and cost-effective solution to address this issue both in the immediate and long terms.

Solution

The client in this instance was relying on their internal IT team to leverage forensic software to run all collections associated with these discovery-intensive matters. After the data was collected, however, it was immediately transferred to Legility for the identification and mapping of PII and PAN data.



Solution

Legility ingested the collected data into its processing engine (Venio) and immediately linked the extracted text and metadata into our instance of Brainspace. No transfer or copies were required because of Legility' proprietary Direct Link technology.

Using Brainspace, Legility was able to quickly and automatically identify any and all PII and PAN data associated with the ESI (electronically stored information) that had been collected.

Through Brainspace's powerful visualizations and reporting features, Legility was able to share the results of this PII and PAN data identification and mapping process with the client and received their confirmation that we should proceed with automating the redaction of this information.

Leveraging the redaction software solution, Blackout, Legility was able to fully automate the redaction of this PII and PAN data in a matter of hours.

After redactions had been applied, Legility turned back to the client for an initial very thorough QC process of the efforts and the client confirmed that indeed no PII or PAN data remained in the data set that hadn't had redactions appropriately applied.

All data was erased before leaving the country by physically removing and destroying the internal hard-drives.

Results

This workflow and technology-enabled solution immediately and efficiently addressed the privacy and risk concerns that Legility' client had with respect to their PII and PAN data.

By automating the identification, mapping and eventual redaction of this type of information, Legility brought forward a process that saved this client untold amounts of time, effort and cost associated with the alternative process which would have been completely reliant upon manual review of attorneys.

This workflow has become Standard Operating Procedure (SOP) for all of Legility' financial and healthcare clients who are required to identify sensitive or private information in advance of documents being analyzed or reviewed.

By the Numbers

3 HOURS

to achieve full automation of PII & PAN redaction

4

software solutions working together seamlessly to achieve results

0

remaining PII & PAN in the data set



Let's change the business of legal together.

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