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New Redaction Law Is Designed To Protect Customer Privacy, Identity

A new law taking effect on Jan. 1, 2012 will require Clerks' Offices across Florida to redact personal information, including Social Security numbers as well as bank and credit card information, from all court files before they can be viewed by anyone other than a party to the case.

Florida Statute 119.0714, designed to protect customer privacy and identity, is an unfunded mandate. It has cost the Orange County Clerk's Office close to \$2 million, much of it for a sophisticated redaction software system that has already proven to be robust, reliable and efficient.

We began redacting existing scanned images in mid-July and completed work on more than 18 million images within 5 months. Our extensive review of that effort shows that the software had an accuracy rate of nearly 100 percent. aiRedact is an "intelligent" system that builds its own knowledge base, and by starting months before January, we have a product that just keeps getting better.

Moving forward, we also have developed a process designed to make redacting new materials as swift and efficient as possible, though there will inevitably be a delay between intake of materials and their availability to non-parties.

Customers can view the redacted images in our Records Management File View Room, located in Suite 150 of the courthouse. That's on the first floor next to the bank of elevators.

To see an un-redacted file, a customer will have to prove they are a party to the case.

We look forward to a great 2012 and the opportunity to continue to provide excellent customer service.