

Customer Guidance for Preserving and Requesting Flock Data for Public Records Requests

Overview

Flock's Evidence Division uses Kodex, which is a secure digital platform for managing, processing, and responding to data and legal requests. Please use this platform for all evidence verification requests, data/preservation requests, witness and document subpoenas, and all other legal processes related to evidence or criminal testimony needs. See our [Evidence Policy](#) for additional information.

Access Kodex

If you are not registered for a Kodex account, please sign up for Kodex at app.kodexglobal.com/signup. Be sure to use your official agency email and complete all required steps. Once you successfully register, Kodex will verify your account and send a password reset email when verification is complete. If you need any assistance with the platform, please reach out to help@kodexglobal.com.

Click [here](#) for a video walkthrough of the account registration process.

Start New Request

Once you are logged in, select "New Request" in the left side bar. Type "Flock Safety" in the organization search, and select the Flock Safety icon. Here you can review our Law Enforcement Guidelines, then click "Get Started" in the upper right corner of the company profile page. You will be asked to choose between the following options:

- Legal Request
Select this for FOIA/PRA data requests, emergency requests, evidence certification requests, witness subpoenas, document subpoenas, court orders, and search warrants
- Preservation Request
Select this **ONLY** when you need data preserved and **do not yet require the data** to be transmitted, or if you have a preservation order. If you need data to be transmitted, please submit a "Legal Request" instead.

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- Quick Question

Select this to ask a question through a Kodex message without having to submit a request.

Once you select “Legal Request”, you will be asked to fill out a “request details” form explained below.

Form Requirements

Targets

Under “Device Network”, simply enter your agency name.

NOTE: this field is set to be removed by Kodex and may no longer be present when you submit your request.

Agency Case Number

You may enter a request number or other request identifier if you have one, or enter N/A.

Case Nature

Select “Other”.

Legal Process

Select “Record Request”.

OR

If the requested data’s retention period is set to expire within 48 hours or over the weekend, select “Emergency Request”.

Date Fields

Enter relevant dates. Note that the due date cannot be set earlier than two weeks. If you need the data sooner, you will be able to include any deadline information before submitting your request.

Product Type

Select relevant product types.

Non - Disclosure

Select “No”.

Additional Information

Enter any details we may need to know about your request. This can include if you need the data by a specific date.

Document Requirements

Attach a copy of the record request you received. This can be a scanned document or a screenshot of a digital platform that includes request information. Please do not attach email (.msg) files.

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Review and Submission

Review your request summary and make corrections if needed. Click “Submit”.

Request Fulfillment

Flock’s Evidence Division and Engineering Team will review your request, pull available data, and transmit the completed data package through Kodex. You will receive notifications from Kodex via email when we accept your request for processing, if we send a message regarding your request, and when your request has been completed with the data package attached.

If you have any questions or need to reach us about your request, please use the messaging function within that specific request.

Click [here](#) for a video walkthrough of the request submission process. NOTE: This is a generic video provided by Kodex. It may show fields that Flock’s request process does not have, and will not include fields specific to Flock’s request form.

FAQs

How will Flock send me the requested data?

Flock will transmit all data through Kodex. Data will be available to download for 30 days. After 30 days, stored data will be deleted from Kodex, but the request information can still be viewed.

What form will the data be in?

LPR images will be in .JPG format. Image metadata and audit logs will be in .CSV format.

How long will it take to receive the data?

While data preservation is often initiated within hours (or less) of receiving a request in Kodex, our Evidence Policy asks for 14 calendar days to fulfill requests. If data is needed sooner, we are motivated to help customers to meet any FOIA/PRA deadlines they are facing.

How should we store these records?

Records should be stored according to your agency’s policies and procedures.

