

Magic Notes Privacy Notice

Introduction

This privacy notice explains how your personal data is used when using the Magic Notes tool.

Magic Notes is a piece of software that uses AI to record, transcribe and summarise meetings, through the following steps:

1. User (the trained staff member, such as a social worker) starts the recording
2. The meeting is recorded and the audio file is saved
3. User ends the recording
4. Magic Notes Creates a transcription of the audio file
5. Azure's OpenAI model creates a summary of the transcript
6. The user is sent a notification telling them that their meeting summary is ready, and can be viewed in the secure webapp
7. The user copies the summary into the case management system and makes any edits required.

Magic Notes is used in both Adults and Children's services. For more details about other ways these services use personal data, see the relevant privacy notices:

- [Adult Services](#)
- [Children and Family Services](#)

Who will be using your data?

Nottinghamshire County Council will be the data controller for the data you provide to us.

The supplier of Magic Notes, Beam, processes personal data on the Council's behalf.

What personal data do we use?

This will depend on the social care service you interact with, and may include but is not limited to:

- Name and Contact Details
- Age
- Date of Birth
- Gender
- Images
- NHS number
- Address
- Social Care ID
- Other ID numbers
- Employment and education information
- Family details
- Housing needs
- Business Activities
- Parent/carer details
- Emergency contacts
- Personal appearance and behaviour
- Lifestyle and social circumstances
- Case file information

The use of Magic Notes will not involve collecting any additional personal data than we would otherwise require from you.

What types of special category personal data do we need from you?

This will depend on the social care service you interact with, and may include but is not limited to:

- Racial or ethnic origin
- Advocacy details
- Social care support outcomes
- Physical and mental health details
- Data concerning sex life or sexual orientation
- Religious, philosophical or other beliefs of a similar nature

We also process data about criminal convictions, criminal offences or related security measures when relevant.

Why do we use your data?

- For service delivery

- For service planning, training and improvement

What legal reasons allow us to use your data in this way?

Our legal basis for processing your personal data is that it is necessary for performing a task in the public interest, namely taking notes and producing reports of social care meetings.

Our legal basis for processing your special category personal data is that it directly relates to provision of health and social care, where the processing is carried out under the responsibility of a health / social work professional or another person who owes a duty of confidentiality.

It may also be processed for reasons of substantial public interest:

- Support for individuals with a particular disability or medical condition
- Safeguarding of children and individuals at risk
- Statutory and government purposes

Our legal basis for processing data about criminal convictions, criminal offences or related security measures is that it is necessary to perform our public tasks as a local authority, and/or necessary to protect the vital interests of the data subject or another person.

As we have a statutory basis for collecting your personal data, we do not need to ask for your permission to collect and share it. However, we will only ever share your data on a basis of need, in line with legislation and will work transparently with you at all times.

When the Council uses Magic Notes, you will be told at the outset of a meeting or call if it is being recorded using Magic Notes. Whilst the legal basis is not consent, the legal basis of public task allows an objection to be made. If you do not wish your data to be recorded during Magic Notes, you may object at the start of the meeting and notes will be taken manually instead.

If a recording is in progress when an objection is made, the recording will be stopped and notes taken manually from that point. However, the recording made up to the point when the objection is raised will be used, as otherwise there will be no notes of the conversation prior to the objection and the meeting will have been ineffective.

Who may we share your data with or receive it from?

In order to facilitate the use of Magic Notes, data will be shared with the supplier, Beam.

We may share notes produced using Magic Notes with third parties including health services, the police, government departments, or other local councils, only if and

when relevant. For a more complete list please see the relevant privacy notices for Childrens and Adults social care.

May personal data be transferred overseas?

Magic Notes is hosted online on servers based in the UK.

The Council may for operational purposes transfer personal data overseas, which could include records produced using Magic Notes. In these cases, we will ensure that your personal data is protected and there are safeguards for the protection of your rights. Please refer to the [County Council's privacy statement](#) for further details.

How long is your data kept for?

Personal data within the Magic Notes system is retained for a maximum of one month (28 days) before it is automatically deleted.

Personal data which is captured using Magic Notes and forms a summary or report which is then saved on Mosaic, our social care management system, will have the same retention policies as other social care documents. This information is held in accordance with the Council's retention schedule – see [here](#).

What will happen if you do not provide or we cannot obtain the data needed?

As noted above, if you object to the use of Magic Notes, notes can be made manually instead. However, this may mean that it takes longer for you to receive reports or outcomes from the associated meeting.

Does the service make decisions using fully automated processes?

No.

Magic Notes uses AI to automatically transcribe and summarise conversations. However, these are always reviewed and edited by a human being before being uploaded. Magic Notes is not used for making decisions about services you receive.

What rights do you have over this use of your data?

- To be informed about how we use your data
- To access a copy of your data that we process
- To have us rectify or correct your data that we process
- To restrict our processing of your personal data

- To object to the use of your data
- To have your personal data erased
- To request that we transfer your information to you or another organisation
- To object to fully automated decision making
- To withdraw your consent (if it the legal reason why we use your data).

Some of these rights are subject to exceptions. Please refer to the [County Council's privacy statement](#) part 10 for further details.

Contact the Data Protection Officer:

If you have any concerns about how the Council is using your data, you can contact the Council's Data Protection Officer by writing to:

DPO@nottsc.gov.uk

Or

Data Protection Officer
Nottinghamshire County Council
County Hall
West Bridgford
Nottingham
NG2 7QP

Please see the County Council's privacy statement for further information:

<http://www.nottinghamshire.gov.uk/global-content/privacy>

Contact details of the Information Commissioner's Office:

If you are unhappy with how your data has been processed by the Council or you feel your data protection rights have been breached, you have the right to complain to the Information Commissioner's Office at:

www.ico.org.uk

Or

Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Last updated: 04-09-2025