

Privacy Notice

Magic Notes



This privacy notice sets out the personal information that is collected, held, and processed by Adult Social Care and Children's Social Care. It outlines the methods by which this information is obtained, the purposes for which it is used, and the circumstances under which it may be shared, specifically in relation to data recorded using the Magic Notes tool. This notice should be read in conjunction with the full [Adult Social Care Privacy Notice](#) and [Children and Families Privacy Notice](#).

Who are we?

Redcar and Cleveland Borough Council is a 'Data Controller' as defined by Article 4(7) of the UK General Data Protection Regulation (UK GDPR).

Magic Notes is a web-based application that will be accessible on mobile phones or other devices supplied to Social Care Practitioners by Redcar and Cleveland Borough Council. Social Care Practitioners will utilise the Magic Notes application to document conversations with residents, carers, provider staff, and other individuals involved in the provision of services to residents.

The conversations will be transcribed by Magic Notes, using a Large Language Model (computer program) and based on built-in prompts agreed with Redcar and Cleveland Borough Council, it will create a summary of the conversation and a list of actions. The prompts are designed to extract relevant parts of the conversation, depending on the nature of the meeting.

The project aims to:

- Reduce manual typing up of conversation notes
- Improve the recording of notes
- Deliver better reviews and creation of care plans in a timely way
- Improve data quality and security by removing paper transportation between social care practitioners' homes and the office.

What personal information do we collect?

When using Magic Notes, we may collect and record the following types of personal data or special category data:

- Personal information e.g. your name, address, telephone number and date of birth
- Contact details for members of your family and support network
- Information about your finances e.g. bank details, income, benefits
- Photographs, for instance, to help inform an occupational therapy assessment.

- Information about your racial or ethnic origin, religious or philosophical belief and your sexual orientation.
- Information about health conditions or disabilities that may apply to you

How will people be informed when Magic Notes in being used?

Individuals will be informed at the commencement of any visit if the interaction is to be recorded using Beam/Magic Notes. Although the lawful basis for processing is not consent but rather the public task basis, individuals retain the right to object to the use of Beam/Magic Notes. Should an objection be raised at the outset of the visit or call, the recording will not proceed.

If an objection is raised during an ongoing recording, the recording will cease immediately. However, any recording made prior to the objection will be retained and utilised, as discarding it would render the meeting ineffective.

How long do we keep your information for?

Personal data within the Magic Notes system is retained for a maximum of 70 days before it is automatically destroyed.

Any personal data captured by Magic Notes is transferred to our existing case management system (LiquidLogic) and will have the same retention policies as explained in the main Adult Social Care and Children’s Social Care Privacy Notices.

What is our lawful basis for processing your information?

Redcar and Cleveland Borough Council relies on the following lawful basis to process your personal data:

UK GDPR Article 6(1)(e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority invested in the controller

When processing special category data, the Council will rely on the following lawful basis:

UK GDPR Article 9(2)(h) processing is necessary for reasons of substantial public interest

(6) Statutory and Government Purposes

(16) Support for individuals with a particular disability or medical condition

(18) Safeguarding of children or individuals at risk

(19) Safeguarding the economic wellbeing of vulnerable adults

UK GDPR Article 9(2)(h) Health or social care (with a basis in law) under Schedule 1 Part 1 of the Data Protection Act 2018 Health or social care purposes, (2) In this paragraph “health or social care purposes” means to the purposes of:

(d) the provision of health care or treatment,

(e) the provision of social care, or

(f) the management of health care systems or services or social care systems or services

The legislations, policies and guidance that relate to this service includes, but is not limited to:

- The Care Act 2014
- Health and Social Care Act 2015
- Children's Act 1989
- Mental Health Act 1983 (Amended 2007)
- Mental Capacity Act 2005
- Human Rights Act 1998
- Data Protection Act 2018

Your Rights

You have a number of rights that you may exercise in relation to your personal data. Some of the rights do not apply automatically and may not be available in certain circumstances where a lawful exception applies.

You have a right to access your personal data. You can request a copy of personal data that we hold about you and ask us to explain how we use your data.

You have a right to object to processing of your personal data. You have an absolute right to stop your data being used for direct marketing. In other cases where the right to object applies, we may be able to continue using your data if we have a compelling reason for doing so.

If we are relying on consent as the lawful basis to process your data you can withdraw your consent at any time, and we will stop further processing.

You have a right to request the restriction or suppression of your personal data.

You have a right to have your personal data erased, if we no longer have a legitimate use for it. This right is sometimes called the 'right to be forgotten'.

You have a right to rectification of your personal data if the information we hold in relation to you is inaccurate or incomplete.

You have a right not to be subject to any decision based solely on automated processing, including profiling, which produces legal or similarly significant effects. You can request human intervention or challenge any solely automated decision-making that significantly affects you.

The Council has appointed a Data Protection Officer. Their contact details are:
Data Protection Officer

Redcar and Cleveland House
Kirkleatham Street
Redcar
TS10 1RT

InformationGovernance@redcar-cleveland.gov.uk // 01642 774774

If you would like to request access to your personal data or exercise any of your other data protection rights, please contact the Information Governance Team:

Information Governance
Redcar and Cleveland Borough Council
Redcar and Cleveland House
Kirkleatham Street
Redcar
TS10 1RT
Email: InformationGovernance@redcar-cleveland.gov.uk
Telephone: 01642 774 774

You can seek advice and have the right to make a complaint to the Information Commissioner's Office (ICO). The ICO is an independent body set up to uphold information rights in the UK. You can contact them through the ICO website www.ico.org.uk, their helpline on 0303 123 1113, or in writing to:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

For more information about how the Council uses your data, including your privacy rights and the complaints process, please see our [Corporate Privacy Notice](#).