

What is Magic Notes?

Your Sandwell Social Care Worker might ask to record your conversation using a tool called 'Magic Notes'.

Magic Notes is a secure and innovative tool used to accurately and unbiasedly transcribe meetings and create first-draft write-ups. This tool helps ensure clarity and consistency in our records while respecting the confidentiality and rights of all participants.

What does this mean for me?



Accuracy

Creates a reliable record of every element of our conversation



Transparency

Our conversation is only used to help me with my job, and it doesn't get shared



Focus

I can spend less time taking notes, and more time focussing on our conversation

Your Rights and Protections

Data Retention Policy:

Your social care worker will only have access to it for approximately **8 weeks**.

This is so they have enough time to put it on your file and then it will be permanently deleted. It is **only** used to help with their admin and note-taking.

Right to Opt-Out:

Magic Notes is just like bringing a professional minute taker along for this meeting. However, you are in control and there is no obligation for us to use this tool.

You can choose for us not to use Magic Notes at any time. If you decide mid-way through a recording to withdraw your consent, we will stop the recording and revert to taking manual notes.

Data Security:

We have very strict data protection policies in place and have approved the use of this tool as it meets the needed criteria.

Your data is not used to train any AI models. All information remains private and confidential.

Our DPIA can be found at: www.sandwell.gov.uk/privacynotice

