

Nottingham City Council Information Compliance

Directorate: Adult Social Care
PN- 412- 12/2025

Adult Social Care are part of Nottingham City Council, who are the data controllers for the personal data (or personal information) that we process about you. When we process personal information relating to you, we will only do so when it is necessary and where we have a lawful reason to do so. We will use the information provided by you for a number of reasons, depending on the service or reasons for interacting with you. This includes:

- Supporting accurate, timely and proportionate documentation of meetings and statutory assessments in Adult and Children's Social Care via our Magic Notes AI transcription/summarisation system.
- Capturing the citizen's view faithfully in case records.
- Reducing administrative burden on practitioners and facilitating professional practice.

When we process your personal information, we will comply with data protection legislation and enable you to exercise your rights contained within the legislation.

What personal information will the Council process?

The information that we collect about you to fulfil the purposes, objectives, or to deliver the services outlined above will relate to your: (this may include all, or some of the following, depending on the service).

Identifying details (name, date of birth, address, NHS number)
Contact information
Family and carer relationships
Case notes, assessment outcomes and support needs
Health, wellbeing and safeguarding information
Other data as you may provide to us which could be required for lawful service delivery

The information we process about you may include the following 'special categories of personal data':

Physical or mental health

Race or Ethnic origin

Religious or philosophical beliefs

Sex life or sexual orientation

Lawful basis for processing

The basis under which we use your personal information for these purposes is that this is necessary for the performance of a task carried out in the public interest by the Council or in the exercise of official authority vested in the Council (UK GDPR Art. 6(1)(e)), namely our statutory duties in Adult and Children's Social Care, under the Care Act 2014, the Children Act 1989, the Mental Capacity Act 2005 and the Mental Health Acts 1983 and 2007. For special categories of your personal data, we rely on the following:

- Health and Social Care Provision: special category data processed for the provision of social care under Art. 9(2)(h) UK GDPR
- Substantial Public Interest: where necessary for safeguarding and other statutory functions (Art. 9(2)(g) and Schedule 1, Part 2 DPA 2018), UK GDPR

The information being processed may also include personal data relating to criminal offences, under Schedule 1 Part 1 Paragraph 2 of the Data Protection Act 2018.

Will my information be shared with other organisations or used for other purposes?

The Council will only share your personal information with other departments within the Council, and with other organisations when it is necessary to provide the services to you, and when we have a lawful reason to do so. The Council may also share your information when we are obliged to by law. In relation to this service, the Council may share your personal information with:

- Our supplier (Beam) for technical support under strict contractual controls.
- Relevant partner agencies (health services, police, other local authorities) on a need-to-know basis to deliver social care and fulfil safeguarding duties.

The information may also be used for the purpose of any other function carried out by the Council. This may include sharing your information across the Council, or with external organisations. Information about these functions and the legal basis on which information is used for them can be found at <http://www.nottinghamcity.gov.uk/privacy-statement/>. The information will only be used for another purpose where it is lawful to do so.

Do I have to provide the information?

You cannot object to processing that underpins our statutory functions; however you may object to the recording itself at the outset of a meeting. If you do object, the recording will not take place and manual notes will be taken instead. You **are not** obliged by statute or contract to provide the information that is specified here.

However, if we were not able to process your personal data the Council may be unable to carry out its statutory duties.

How long will the Council retain the data for?

The transcript that is created you have provided will be kept for 28 days by Beam; they are deleted thereafter. Edited summaries that have been approved by the practitioner and entered into the Council's case management system are retained in accordance with the Council's records management policy and statutory retention schedules. The Council publish an Information Asset Register (IAR), this will outline the retention periods for the personal data we process. You can find this IAR on our website <http://www.nottinghamcity.gov.uk/privacy-statement/>.

Information Rights

The UK GDPR provides for the following rights as prescribed by the legislation: requesting a copy of your information, requesting rectification of inaccurate personal data, requesting erasure of your data known as 'the right to be forgotten', a right to in certain circumstances to request restriction of processing, a right in certain circumstances to request portability of your data to another provider, right to object to processing of data in certain circumstances, right regarding automated decision-making including profiling. However, Nottingham City Council can restrict the above rights in certain circumstances for example to avoid obstructing an investigation, avoid prejudicing the prevention, detection, investigation or prosecution of criminal penalties or to protect the rights and freedoms of others.

Data Protection Officer

The Data Protection Officer is: Data Protection Advisory Services. You can contact the data protection officer at:

[Data.protectionofficer@nottinghamcity.gov.uk](mailto:data.protectionofficer@nottinghamcity.gov.uk).

Loxley House,
Station Street,
Nottingham,
NG2 3NG
or at data.protectionofficer@nottinghamcity.gov.uk .

Information Commissioner's Office

The Information Commissioner's Office (ICO) website provides guidance on data protection and privacy matters, you can visit the website at www.ico.org.uk. You also have the right to complain to the ICO if you consider that the Council have processed your personal data incorrectly or that we have breached our obligations to you. You can contact the ICO at: www.ico.org.uk

Further Information

For more information about these rights please refer to our detailed privacy statement at [https://www.nottinghamcity.gov.uk/privacy-statement](http://www.nottinghamcity.gov.uk/privacy-statement) .