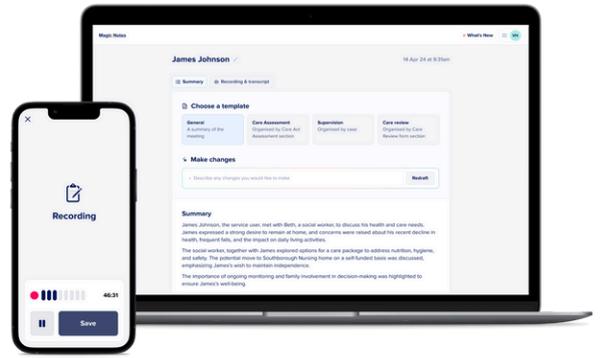


Magic Notes



What is Magic Notes?

Magic Notes is a secure and innovative system that accurately transcribes meetings and captures the detail of your conversations.

Magic Notes helps keep records clear and consistent while respecting everyone's confidentiality and rights.

Your Social Worker may ask to record your conversation using Magic Notes.

Please note - any transcriptions / reports created by Magic Notes will always be reviewed by your Social Worker, to ensure accuracy.

What does this mean for you?

Accurate Notes



A reliable record of every part of your conversation.

Secure Data



Notes will be put on your file in the usual secure way.

Better Connection



Instead of taking notes, the focus will be on the conversation.

Important - Your Rights & Protections

Data Retention:

Your Social Worker will only have access to the Magic Notes recording 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:

Think of Magic Notes like a professional minute taker joining the meeting. You are in control and there is no obligation for us to use Magic Notes. You can choose for it not to be used at any time - even mid-way through a recording.

Data Security:

We have strict data protection policies, we have assessed Magic Notes and approved its use as it meets the required criteria. Your data will not be used to train any AI models, and all information remains private and confidential.

Our Privacy Notice can be found at: [CCBC Privacy Notice - Magic Notes Pilot](#)

[Mae'r ddogfen hon ar gael yn Gymraeg hefyd.](#)

