

Data Protection Privacy Statement – Recording and transcription of conversations (Beam Notes)

To deliver services to the citizens and communities in Bedford Borough, it is necessary for the Council to collect, gather, and process personal data about residents, staff, and other individuals. Bedford Borough Council is committed to protecting your personal data when you use its services and/or correspond with it.

The Council has registered as a Data Controller with the Information Commissioner's Office. This registration can be viewed on the [ICO website](#) (opens in a new window) Registration Number Z5916725.

As a Data Controller, the Council sets out the purposes and methods for processing information and ensures safeguards over any personal and special category information it processes.

The sections below explain what data we are collecting and storing and the arrangements we have in place to protect the information entrusted to the Council.

In relation to enter recording and transcription of conversations using Beam Notes, Bedford Borough Council will process your personal data for the following processing purposes:

Bedford Borough Council will process your personal data for the following purposes:

- To record conversations between social care practitioners and service users
- To transcribe and summarise those conversations
- To support the creation of case notes, reports, and assessments
- To improve the accuracy and quality of records
- To draft minutes of meetings
- To reduce administrative time and allow practitioners to focus on delivering services

Beam Notes is used by Adults' and Children's Social Care services to support the delivery of care.

List here the purpose of collecting and processing the data collected.

The personal data processed may include:

- Name
- Address
- Date of birth
- National Insurance number
- Contact details (including telephone number and email where relevant)
- Personal circumstances and experiences
- Information shared during conversations with social care practitioners

This data is collected during face-to-face meetings, telephone calls, or other interactions with social care services.

Bedford Borough Council is processing this personal data by virtue of the following Lawful Basis:

- Public task (Article 6(1)(e)) – processing is necessary as part of the Council's statutory duties under the Care Act 2014 and Children Act 1989/2004 (as applicable),
- Vital interests (Article 6(1)(d)) – where necessary to protect someone's life or safety

The special category data that will be collected:

- Health information
- Racial or ethnic origin
- Religious or philosophical beliefs
- Political opinions
- Trade union membership
- Sexual orientation and sex life
- Information relating to criminal offences
- Safeguarding and care-related data

This information may be provided directly by you or discussed as part of your care.

Bedford Borough Council is processing this special category data by virtue of the following Lawful Basis:

- Provision of health or social care - (Article 9(2)(h)) and DPA 2018 Schedule 1, Part 1, para 2 (health or social care purposes)

Audio recording via Beam Notes is optional and based on explicit consent for that specific processing activity, choosing not to consent will not affect the care or services you receive.

Your data may be processed by third-party service providers acting on behalf of the Council to deliver the Beam Notes service. These include:

- The system provider of Beam Notes (Beam Up)
- Technical hosting and support providers

These organisations process data on behalf of the Council and must comply with strict security and data protection requirements.

Your information will otherwise only be shared where required by law or in line with existing social care data sharing arrangements.

The processing of your personal data will be restricted in time:

- Audio recordings and AI generated transcripts are retained within the supplier system for up to 90 days and are then securely deleted, including from active environments and routine backups within defined backup lifecycle periods.
- Relevant information is then stored in the Council's case management systems in line with existing retention schedules for social care records

Your personal data will be held by/for the Council within the UK or the EU.

Providing your personal data for social care services may be necessary for the Council to carry out its statutory functions.

However, use of Beam Notes recording is optional, and you may choose not to consent. If you do not consent, your conversation will not be recorded, and services will continue as normal, choosing not to consent will not affect the care or services you receive.

The processing does **not** involve automated decision-making. Beam Notes only produces draft summaries, which may contain inaccuracies, therefore they are always reviewed and checked by a qualified social care practitioner before being used or included in the official record.

We have a range of measures to protect the personal data you provide. These include cyber security, physical security of the Council's buildings and training on Data Protection for staff.

Bedford Borough Council is the Data Controller processing your information, who can be contacted as follows:

Information Governance
Bedford Borough Council
Borough Hall
Cauldwell Street
Bedford MK42 9AP
Email: dpo@bedford.gov.uk
Telephone: 01234 267422

If you wish to enquire about your rights as a data subject, whether you wish to request a copy of your information that Bedford Borough Council holds, request for data portability; rectification or erasure of your data for any reason or objection to any processing, please get in touch with the Council's GDPR Data Protection Officer by emailing dpo@bedford.gov.uk or writing to the above address.

Alternatively, in the event that you remain dissatisfied with the way Bedford Borough Council has handled the processing of your information (i.e. after liaising with the Council to find a satisfactory solution), you have the right to contact the UK's Statutory Authority: The Information Commissioner's Office (ICO) who can be contacted by using the details displayed at the bottom of the page entitled [Personal information and your rights | Bedford Borough Council](#) on our website under the "Challenging the response" heading.

We keep this Privacy Notice under regular review, and we will place any updates on its Internet site. This Notice was last updated in May 2026.