

beam

What is Beam Notes?

Your social worker might ask to record your conversation using a tool called “Beam Notes”.

Beam 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 recordings while respecting the confidentiality and rights of all participants.

What does this mean for me?



Accuracy

Creates a reliable record of every element of the conversation



Transparency

Your recording is only used to help social workers with their job, nothing else.



Focus

Your social worker can spend less time taking notes, and focus more on your conversation and follow-up

Your Rights and Protections

Data Retention Policy

Your social worker will only have access to it a period determined by their organisation (this is normally 30-60 days but can be longer in some cases).

This is so that they have enough time to put it on your file and then it will be permanently deleted from Beam Notes. It is only used to help with their admin and note-taking, nothing else.

Right to Opt-Out:

Beam Notes is just like bringing a professional minute taker along to 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 Beam Notes at any time. If you decide mid-way through a recording to withdraw your consent, the recording will be stopped and replaced by manual note taking.

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.