

Privacy Notice

Form Flow Testing and Implementation (Adult Social Care and Support at Home)

Version: v1.0

Date: August 2026

What is Form Flow?

Form Flow is an Artificial Intelligence (AI) - assisted Transcribing Tool designed to support Practitioners with the recording of assessment and support conversations, transcription of the recording and using this to pre-populate the information into templates within our Client Management System (known as Liquid Logic) for review.

Form Flow is not a decision-making tool and is not a substitute for human judgement. The use of Form Flow does not replace the need for professional judgement, accountability, scrutiny and quality assurance. Our Cumberland Council AI Policy clearly states that all AI-generated content must be reviewed by a human before it is shared or used in decision-making.

Why use Form Flow?

The benefits of using Form Flow are:

- reduced administrative burden for practitioners
- increased practitioner capacity for direct work with you
- improved experience and service for you
- improved timeliness of assessments, care and support planning and reviews
- improved practitioner wellbeing
- increased practitioner capacity for training and continued professional development activity

What are my options?

If, after reading this Privacy Notice and discussing with your Practitioner, you do not give informed consent for Form Flow to be used, alternative recording methods will be used.

What about data protection?

When processing your personal data Cumberland Council ('the council') is required to provide you with the information contained in this Privacy Notice.

This notice explains:

- what data the council will collect
- who it will be shared with
- why we need it and
- how we will use it.

The council will continually review and update this Privacy Notice to reflect service changes, feedback from customers and changes in the law.

The council is required to comply with the data protection principles as laid out in the UK General Data Protection Regulation (GDPR), to ensure that personal data is:

- processed lawfully, fairly and in a transparent manner
- collected for specific, explicit, and legitimate purposes
- adequate, relevant, and limited to the purposes for which it was collected
- accurate and up to date
- kept for no longer than is necessary for the purpose(s) for which it was collected
- secured using appropriate technical or organisational measures

About the service

Our Adult Social Care operational service areas and teams include Short-Term Interventions, Long Term Assessment and Review, Mental Health, Learning Disability, Autism and Transition and Safeguarding. Our Rehabilitation Officers for Visual Impairment form part of the Long-Term team. Our Occupational Therapy service is available within both Long and Short Term teams and operate across all services providing specialist support as necessary.

Our Cumberland Care Services teams include Support at Home (providing Reablement and Domiciliary Care Support), Residential, Supported Living, Day Services, Extra Care Housing and Shared Lives.

Our Advanced Practice Leads Team work as directed by the Principal Social Worker. The team support practitioners in developing and promoting good, effective and reflective practice in accordance with core values and the professional capabilities framework.

A foundation of all of our practice is that the service delivered to the people of Cumberland should be proportionate, appropriate and most of all equitable.

Data Controller Arrangements

We are responsible for collecting and using your personal data when it is recorded using Form Flow (AI - Assistive Transcription Tool) within Adult Social Care. FormFlow acts as Processor of the data collected and recorded.

We act as the 'Data Controller,' ensuring that your data is processed in compliance with the Data Protection Act 2018 (DPA 18) and the UK General Data Protection Regulation (UK GDPR).

For the purposes of Data Protection legislation, Cumberland Council is the Data Controller.

What is personal data?

Under UK Law “personal data” is any information that relates to you and can be used to identify you – either on its own or when combined with other details. This includes:

- Direct details: your name, phone number and email address
- Digital details: your location, data, IP address or online usernames
- Specific characteristics: Information about your physical health, mental wellbeing, finances, culture or background

What is special category personal data?

Some personal data is so sensitive that the law gives it extra protection. This is called “special category data” (or sensitive data). It includes information about your:

- Identity & Beliefs: Your race or ethnic origin, political opinions, religious beliefs, philosophical views or trade union memberships
- Biology & Health: Your genetic data, health conditions, medical history and biometric data (like your fingerprints or facial recognition data)
- Personal Life: Details about your sex life or sexual orientation

What is criminal/law enforcement data?

The council is a competent authority as described in Schedule 7 of the Data Protection Act 2018 and is permitted to process data for law enforcement purposes that include: the prevention, investigation, detection or prosecution of criminal offences or the execution of criminal penalties, including the safeguarding against and the prevention of threats to public security.

What information does the council collect about me?

Adult Social Care are required to process either your personal, special category/sensitive or criminal/law enforcement data to meet legal obligations and make robust recommendations and decisions.

Where the Council identify the requirement to process personal, special category/sensitive or criminal/law enforcement data, depending on the specific data being shared, it must have at least one of the following:

- for personal data, a legal basis under UKGDPR Article 6
- for special category/sensitive data, a condition under UKGDPR Article 9
- for criminal/law enforcement data, a purpose under Data Protection Act 2018 - Schedule 8

If we are relying on consent to process your personal, special category personal or criminal/law enforcement data, you have the right to object at any time by contacting the service or officer the data was provided to.

Under the UK General Data Protection Regulation (UKGDPR) we are required to provide you with the information in the table below:

Purpose	See <u>'Why use Form Flow?'</u> (above)
Legal Basis¹	If personal data is being processed using Form Flow, Adult Social Care must select at least one legal basis from the list below: • UKGDPR Article 6(1) (e) Public Task/Public Interest/Official Authority If special category personal data is being processed Adult Social Care and Housing must select at least one condition from the list below: • UKGDPR Article 9(2) (b) Employment/social security and social protection • UKGDPR Article 9(2) (c) Vital interests (where the data subject is physically or legally incapable of giving consent) If criminal/law enforcement data is being processed Adult Social Care must select at least one condition from the list below: • UKGDPR Schedule 8(4) Safeguarding Children and Individuals at Risk These legal bases are underpinned by Legislation that dictate what actions can and should be taken by Local Authorities

¹ Where a project identifies the requirement to process personal, special category/sensitive or criminal/law enforcement data, depending on the specific data being shared, it must have at least one of the following: for personal data, a legal basis under **UKGDPR Article 6**, for special category/sensitive data, a condition under **UKGDPR Article 9** and for criminal/law enforcement data, a purpose under **UKGDPR Schedule 8**

	including: • Care Act 2014 • Health and Social Care Act 2015 • Children's Act 1989 • Localism Act 2011 • Human Rights Act 1998 • Mental Health Act 1983 (Amended 2007) • Mental Capacity Act 2005 • Homelessness Reduction Act 2017
Personal Data we may collect about you	The personal data we may collect about you could include your: • Name • Address • Telephone Number • Email Address • National Insurance Number • Date of Birth • Sex • Specific characteristics: information about your physical health, mental wellbeing, finances, culture or background • Employment • Housing needs • Lifestyle and personal circumstance • Physical appearance and behaviour • Contact details about family members
Special Data we may collect about you	The special category data we may collect about you could include: • Identity & Beliefs: Your race or ethnic origin, political opinions, religious beliefs or philosophical views • Biology & Health: information about your health conditions and/or medical history

	• Personal Life • Information about your needs and wishes
Criminal Law Enforcement Data we may collect about you	Less often, the council may collect criminal/law enforcement data, that includes: • criminal convictions • offences
What will be recorded?	• Form Flow uses an approved app on the Practitioner's authorised work mobile phone ("device") • Form Flow will record the assessment, care planning or review conversation between you, your Adult Social Care Practitioner (the "User") and any other relevant people present at the time • It will convert the recording into structured text and use this to pre-populate draft forms or case recordings in our existing, secure Client Management System ("Liquid Logic") • The Practitioner will check, edit, scrutinise and approve the draft forms before finalising.
Where will recordings be stored?	• The audio recording will be stored on the "User's" authorised work mobile phone ("device") until it is uploaded onto the secure Client Management System ("LiquidLogic"). • The audio recording is then deleted from the User's device. • Once the case recording is finalised, the audio recording is deleted from LiquidLogic. • The transcript of the audio recording remains in LiquidLogic as part of the case record.

	The audio recording cannot be accessed on the device and cannot be transferred for any other purpose other than to be uploaded to Liquid Logic. All Form Flow data processing is within UK data centres.
How long will the recording be kept?	Any personal data captured by Form Flow will be transferred into our Client Management System (Liquid Logic) and will have the same retention policies as explained in the service specific privacy notices including the Adult Social Care Privacy Notice, the ROVI Service Privacy Notice and the Occupational Therapy Privacy Notice. These Privacy Notices can be found on the Council website using the link below: https://www.cumberland.gov.uk/your-council/data-protection-and-privacy/services-privacy-notices Cumberland Council will only store your information as long as is legally required in accordance with the Council's: Retention and Disposal Schedule or in situations where there is no legal retention period established best practice will be followed. To help you understand the Schedule the council has published a Retention Schedule - Quick User Guide. If you have any questions about the Schedule or the Quick User Guide, please contact recordcentre@cumberland.gov.uk.

For further information on what data the council collects, why, who we share it with and how we use it please go to: [Privacy Notice | Cumberland Council](#)

Adult Social Care may receive personal, special category personal or criminal/law enforcement data about you from third parties including other public bodies and organisations. In this case, we will tell you the source of the information unless we are unable to do so by law.

How does the Council collect data about me?

When using Form Flow, the Council will collect personal, special category personal or criminal/law enforcement data from you in the following way:

- The “User” (Adult Social Care Practitioner) starts the recording using the approved app on their authorised work mobile phone (“device”)
- The conversation is recorded and the audio file is saved
- The “User” ends the recording
- Form Flow creates a transcript of the audio file
- Form Flow then creates a summary of the transcript and transfers this directly into the relevant template in Liquid Logic
- The “User” scrutinises the summary, making any necessary edits and approves
- Once approved, the audio file is deleted. The transcript remains.

Why does the council collect my personal data?

Adult Social Care is using Form Flow to collect personal, special category personal or criminal/law enforcement data to enable it to:

- Carry out its statutory functions in an efficient, comprehensive, consistent and time saving manner with the expectation of a significantly improved service for you.

Who does the Council collect personal data from?

Personal, special category personal or criminal law/enforcement data may be collected from or about the following:

- Service users/clients/customers
- Carers or representatives
- Professional advisors and consultants
- Representatives of other organisations
- Other departments within the council

Who does Adult Social Care share personal data collected using Form Flow with?

Where there is a lawful reason to do so Adult Social Care may share personal, special category personal or criminal/law enforcement data with:

- Private and independent providers to deliver care, under the Care Act (2014)
- Internal departments such as financial assessments, housing, and the legal department.
- Health care agencies, general practitioners, acute health services, specialist health professionals as appropriate, to ensure a full range of health and social care services are accessed, vulnerable person's needs are met, and the person is protected under the Care Act (2014), Mental Health Act (1983), and Mental Capacity Act (2005)
- Carers to support with delivering care, under the Care Act (2014)
- Police to protect adults under the Care Act (2014), Mental Health Act (1983), and Mental Capacity Act (2005)
- Local Government Ombudsman to investigate complaints
- Court of Protection for court proceedings
- Magistrates for issuing of warrants under the Mental Health Act (1983)
- Statutory agencies such as the Care Quality Commission, police, ambulance services, Cumbria, Fire & Rescue Service

We will also comply with requests for specific personal, special category personal or criminal/law enforcement data from other Local Authorities or regulatory and law enforcement bodies where this is necessary and proportionate. Before sharing we will always ensure that our partners have sufficient measures in place to protect your information in the same way we do.

We will never share your personal, special category personal or criminal/law enforcement data for marketing purposes, without your express consent.

We do not use your information for automated decision-making or profiling purposes. Form Flow is a note-taking and administrative Tool. All assessments and decisions are subject to professional human review before finalising. If you would like to know more, a definition of Profiling can be found in: [UK GDPR - Article 4\(4\)](#) and further information can be found at: [ICO - Automated Decision Making and Profiling](#)

For further information regarding:

- CCTV and Surveillance
- National Fraud Initiative/Data Matching
- Elected Members
- Data Transfers
- Data Security and Retention

and to read our Information Security Policy and Data Protection Policy please go to:

- [How we use the data | Cumberland Council](#)

If you experience any problems in relation to your personal data or you see something that doesn't look right, contact the council by email at: databreaches@cumberland.gov.uk.

Contacting the Council

If you email us, we may keep a record of your contact and your email address and the email for our record keeping of the transaction. We suggest that you keep the amount of confidential information you send to us via email to a minimum and use our secure online forms and services. Where available, you can sign up for email alerts for selected services using an external service from GovDelivery, with control over your preferences.

Telephone Calls

The council will inform you if your telephone calls are being recorded or monitored and will not record any financial details if you make payments by telephone.

Registration

As an organisation that processes large amounts of personal data, referred to in the legislation as a data controller, the council is required to register with the Information Commissioner's Office (ICO)

Name: Cumberland Council

Address: Cumbria House, 117 Botchergate, Carlisle, Cumbria, CA1 1RD

Registration Number: ZB512758

The Council's Registration Certificate

In most cases Cumberland Council is the Data Controller, however there may be instances where data is shared with another party as joint Data Controllers or where the Council is operating as a Processor for another party.

Your Rights

The UKGDPR provides you with the right to access the personal, special category personal or criminal/law enforcement data the council, as a public authority holds about you. Upon receipt of a valid request the council will:

- provide you with a response within one month
- let you know if your request is subject to an extension
- make reasonable efforts to comply with the format of your request
- inform you if your request is going to be refused or a charge is payable

We will not disclose:

- any information that relates to a third party as this will breach their rights under UKGDPR/Data Protection Act 2018
- where a professional thinks disclosure would cause serious harm to you or someone else
- information that may hinder the prevention or detection of crime.

In addition to your right of access the UKGDPR also gives you the following rights:

- the right to be informed via the council's Privacy Notice (or other similar documentation)
- [Privacy Notice | Cumberland Council](#)
- the right to withdraw your consent. If we are relying on your consent to process your data using Form Flow, then you can withdraw this at any point. You can do this by contacting the service or officer the data was provided to.
- the right of rectification, we must correct inaccurate or incomplete data within one month
- the right to erasure. You have the right to have your personal data erased and to prevent processing unless we have a legal obligation to process your personal information
- the right to restrict processing. You have the right to suppress processing. We can retain just enough information about you to ensure that the restriction is respected in future

Where our processing of your data using Form Flow is based on your consent, you have the right to withdraw consent at any time.

Although consent is required to use Form Flow, this consent should not be confused with the lawful basis for processing personal data. The council's primary lawful basis for processing the information collected is Public Task (please see Legal Basis in the table above).

This means that the personal data may still be processed where necessary for the council to carry out its official functions, even if consent relating to the use of Form Flow is not provided or is later withdrawn.

Unless otherwise stated above you can exercise any of these rights or inform us of any concerns you have about how your data has been processed by contacting:

Email: dataprotection@cumberland.gov.uk

Post: Cumbria House, 117 Botchergate, Carlisle, Cumbria, CA1 1RD

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can make a complaint to the Information Commissioner's Office (ICO) - [Make a complaint | ICO](#)

Declaration

☐ By ticking this box, I confirm that I have read and understood the information contained in this document.

I hereby consent to the use of FormFlow to record and transcribe my care and support conversations and for a draft summary to be pre-populated into the Adult Social Care system for practitioner review, edit, scrutiny and approval.

Signature	
Date	