

When we use Wyser ASSIST to help make notes - Pilot

A short privacy notice for customers and other people taking part in recorded calls or online meetings

Your choice matters

Before recording starts, we will explain what we want to do and ask whether you are happy to continue. You can say no or ask us to stop. We will continue the conversation and make notes in another way. Saying no will not affect the service you receive.

What is Wyser ASSIST?

Wyser ASSIST is an AI-assisted service that can record a telephone call or online meeting, turn the conversation into text and prepare a draft summary or case note. It helps our staff focus on the conversation and prepare a clear record afterwards.

What information may be used?

The recording may include your voice, your contact and tenancy details, and the information discussed. Depending on the conversation, this may include information about repairs, rent, complaints, support needs, health, disability, household members or other people.

How will we use it?

- Wyser Ltd processes the recording for Rooftop and creates a draft transcript and summary.
- A Rooftop member of staff checks and corrects the draft before deciding what should be added to your housing or case record.
- The AI does not make decisions about you. It is not used for risk scoring, profiling, sentiment analysis or staff performance monitoring.
- We do not permit your conversation to be used to train AI models during this trial.

Why are we allowed to use your information?

We use the lawful basis that fits the reason for your contact. This may be because the information is needed to provide or manage housing services, meet a legal duty, carry out a task in the public interest, administer your tenancy, or pursue our legitimate interests in creating accurate and timely records. If sensitive information is genuinely needed, we also identify an additional condition under data protection law.



How long is it kept?

Wyser's standard maximum is 48 business hours for audio and 30 business days for transcripts and summaries. We aim to delete these sooner once the checked note has been added to the correct Rooftop system. The checked final note is kept under the retention period for the relevant housing or service record.

How is it protected?

Access is limited to authorised users. Wyser states that information is encrypted when sent and stored, and that recordings, transcripts and summaries are held in UK or EEA data centres. Wyser acts as our data processor under a written agreement.

Your data protection rights

Depending on the circumstances, you may ask for a copy of your information, ask us to correct inaccurate information, object to or restrict particular uses, or ask us to delete information. Some rights are subject to legal exceptions. You can also complain to the Information Commissioner's Office.

Questions, objections or requests

Contact the Data Protection Officer at Rooftop Housing Group, 70 High Street, Evesham, Worcestershire WR11 4YD. Telephone: 01386 420868. Email: david.harper@rooftopgroup.org. Please tell the staff member if you need this notice in another format or need help understanding it.

This short notice should be read with Rooftop's main privacy notice, which gives more information about our wider use of personal data and how to exercise your rights.