

Data Privacy Notice for Healthcare Professionals: Second Ear

This notice is for healthcare professionals, such as doctors, midwives, nurses and other clinicians, who are asked to agree to being recorded through Second Ear, a feature of the Matresa app. It explains what happens to your information. Our main Matresa Data Privacy Notice covers people who use the app.

Who we are

Matresa Limited, registered office Nelson House, 2 Hamilton Terrace, Leamington Spa, Warwickshire, United Kingdom, CV32 4LY, company number 16378985, is the controller of your information. This means we decide how and why it is used. We are registered with the Information Commissioner's Office (ICO) under registration ZC115077. You can contact us at support@matresa.co.uk.

What Second Ear is

Second Ear lets a patient who uses the Matresa app, during pregnancy or after birth, record her own appointment so that she can remember what was discussed. The patient chooses to record, not you, your employer or the NHS. Matresa does not record on anyone else's behalf, and Second Ear is not part of the patient's medical record.

Your consent comes first

- **Before any recording starts**, the app prompts you on the patient's phone. It shows a consent screen that explains what is being recorded and why.
- **Recording cannot start until you accept**. If you decline, nothing is recorded or stored.
- **We keep a record of your consent**, with the date and time, so that we can show you agreed.
- **You can withdraw your consent at any time**. See "Your rights" below.

Patients are also asked to tell anyone else in the room that the appointment is being recorded.

What information we hold about you

If you agree to be recorded, we hold your voice and what you say during the appointment. This may include your name, your role, your employer or department if you mention them, and your gender if it is clear from the recording. We also hold your consent record. We do not ask you to create an account or give us any other details.

The recording will also include the patient's own health information and may include information about her baby. That information belongs to the patient and is covered by our main Matresa Data Privacy Notice.

How we use it

- **Transcription**. The audio is transcribed by Microsoft Azure, acting on our behalf, in the UK. The audio and transcript are deleted from Azure as soon as transcription is complete.

- **To Do list.** The transcript is processed by an AI service (Amazon Bedrock, UK London region) to pick out practical, non-clinical follow-up tasks, such as booking another appointment, for the patient's To Do list.
- **Who sees it.** The recording and transcript are for the patient only. We do not give them to you, your employer, the NHS or anyone else. We do not use them to develop AI models or for marketing.
- **Sharing by the patient.** The patient may choose to share a summary of the transcript, for example through WhatsApp. If she does, it leaves Matresa and is outside our control. Our User Terms ask patients not to publish recordings.

Our lawful basis for using your information is your consent (Article 6(1)(a) of the UK GDPR).

Who handles your information and where

Your information is held in the UK by Amazon Web Services (London region) and Microsoft Azure. Our software provider, Blueberry Consultants, may access it only where needed to keep the app working and secure. All of them act on our instructions under contract. We do not sell your information and do not send it outside the UK.

How long we keep it

- **Azure copy:** deleted as soon as transcription is complete.
- **Recording and transcript held by Matresa:** 12 months from the date of the recording, or earlier if you withdraw your consent.
- **Your consent record:** for as long as we rely on your consent, plus 6 years, so that we can show you agreed if it is ever questioned.
- **Backups:** deleted information may remain in encrypted backups for up to 35 days.

Your rights

You can withdraw your consent at any time by contacting us at support@matresa.co.uk. Please give us the date and approximate time of the appointment, and the patient's name if you know it, so that we can find the recording. If you withdraw, we will delete the recording and transcript. This does not affect anything done before you withdrew, and we cannot undo something the patient has already shared.

You also have the right to ask for a copy of your information, to have it corrected or deleted, to ask us to restrict how we use it, and to object to how we use it. Because recordings are audio and are not indexed by name, we may need the date and time to find yours. We will reply within one month, and there is normally no charge.

Complaints and changes to this notice

If you are unhappy with how we have used your information, please contact us first at support@matresa.co.uk so we can try to put it right. You also have the right to complain to the Information Commissioner's Office at ico.org.uk or on 0303 123 1113.

We will update this notice if we change how Second Ear uses your information.