

Automatic Transcription and Meeting Minutes

This information concerns Danica's processing of your personal data when you participate in a Microsoft Teams ("MS Teams") online meeting and the meeting is transcribed.

Purpose

In order to improve the quality of our meetings with you and provide you with a better customer experience, we may use your personal data for automatic transcription of MS Teams online meetings, with or without video, and to prepare meeting minutes.

We use AI technology for transcription and for preparing meeting minutes. In this way, we can improve our service to you, as your adviser only needs to focus on advising you during the meeting. You can also quickly be sent the meeting minutes.

The transcription will also be used to analyse and ensure the accuracy of the minutes.

Danica may also transcribe internal meetings and external meetings with suppliers and business partners. The purpose is to ensure documentation of what was said, occurred and agreed during the meeting.

Personal data

When an MS Teams online meeting is transcribed, we process all information that the participants discuss orally during the meeting, including your name, contact details, statements, questions and comments.

Legal basis

We process your personal data using AI technology based on our legitimate interests, cf. Article 6(1)(f) of the General Data Protection Regulation ("GDPR"). Our legitimate interest is to improve the quality of the service we provide to you.

Notification

You will be informed about the transcription in the meeting confirmation and by the adviser/our employee before the transcription is activated.

Storage and deletion of your personal data

Transcriptions of MS Teams online meetings with customers are deleted 30 days after the meeting. Meeting minutes are subsequently stored in Danica's IT systems, where the meeting minutes are deleted in accordance with Danica's general rules on retention of personal data. Read more in our [Information on processing of personal data](#).

Transcriptions of internal meetings and external meetings with suppliers and partners are stored only for as long as necessary for the specific purpose for which the data were recorded and used. After this period, the transcription will be deleted in accordance with Danica's general rules on retention of personal data.

Right to object

You have the right to object to the processing of your personal data in connection with the transcription of MS Teams online meetings pursuant to Article 21 of the GDPR.

If you do not want the meeting to be transcribed, you may:

- Ask the adviser/our employee not to start the transcription
 - Ask the adviser to stop the transcription
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Other information and your rights

Depending on the circumstances, you have the right of access to, rectification or erasure of your personal data and/or restriction of the processing. You can read more about the processing of your personal data in our [Information on processing of personal data](#).