

## **APPLICATION CONSENT FORM TO DISCLOSE PERSONAL INFORMATION TO A CHOSEN REPRESENTATIVE (THIRD PARTY)**

We take data protection seriously and work very hard to keep your personal information secure and safe. Due to the general data protection regulations (GDPR) North Devon Homes are only allowed to discuss personal account information with the main customer unless we have written authorisation to speak to a third party (known as a chosen representative).

- We understand that sometimes you may want someone else (a “third party”) to speak for you or act on your behalf. This could be a relative, customer representative, friend or solicitor. You can only give authority to one Chosen Representative. However, in exceptional circumstances more than one will be considered.

Your specific consent is required before we can release personal information (which we hold about you) to any Chosen Representative including people speaking or acting on your behalf. This is an important part of keeping your personal data safe.

All information provided by you and the Chosen Representative will be kept securely on North Devon Homes’ system and disposed of securely when no longer needed. To learn more about North Devon Homes’ approach to data protection please see our Privacy Policy.

If you need North Devon Homes to disclose your personal information to a chosen representative and/or discuss your account, please read this Guidance, complete and sign the form and return it to North Devon Homes:

- By post to the Customer Care Team, North Devon Homes, Westacott Road, Barnstaple, Devon, EX32 8TA

If you require any assistance, please contact the Customer Care Team on 01271 312500.

### 1. Customer details - your identity

Your full name	
Your address	
Postcode	
Tenancy reference number (if known)	
Type of account (i.e. NDH tenancy, Devon Home Link, garage, etc.)	

### 2. Please tell us who you want the information to be disclosed to.

Chosen representative contact details	
Name	
Address	
Postcode	
Telephone numbers (please indicate preferred number to contact)	
Relationship to you	
Does the chosen representative have power of attorney? (Yes/No)	
If yes, please provide evidence to be seen by NDH. You can locate Power of attorney information by following this link: <a href="http://www.gov.uk/view-lasting-power-of-attorney">www.gov.uk/view-lasting-power-of-attorney</a>	

### 3. Please tell us how you want the information to be disclosed

Communication method	Please tick specific box
Telephone calls	
Post (only permitted if power of attorney is in place)	
In person/visits:	

**Please note that it is not possible for North Devon Homes to communicate with your chosen representative through email due to the limitations of our internal computer system.**

**Please be aware when receiving written communications from North Devon Homes it will be displayed in customers name and not chosen representative name. This is due to our internal computer system.**

**4. Who would you like all correspondence to be sent to? e.g. letters, emails, text messages.**

	<b>Please tick specific box</b>
Customer	
Representative	

**5. Chosen Representative Security Questions**

In the same way that we ask you questions for security purposes, we need the third party to answer security questions. Please complete your security questions below:

Chosen Representative Postcode:	
Chosen Representative date of birth:	
Name of Chosen Representative first primary school:	

**Customer declaration**

You must sign this section to confirm that you have read and understood the guidance and that the information on the form is correct.

I hereby give North Devon Homes consent to disclose such personal information detailed above. Disclosure of my personal information is restricted to the person named above and this consent will be reviewed every 2 years. After this date we will not release your information to the chosen representative without your consent. If you require the consent to continue you will need to confirm this to NDH. If any changes a new consent form will be required.

I understand that I can change or withdraw my consent for this disclosure at any time and I will contact North Devon Homes immediately and accept that it is my responsibility to notify NDH of any change.

**Customers Signature/s (if joint tenancy both names required):**

\_\_\_\_\_

Date: \_\_\_\_\_

**Chosen representative agreement**

You must sign this section to confirm that you have read and understood the guidance and that the information on the form is correct.

I hereby give North Devon Homes consent to communicate with me on the above named customers behalf as detailed above. I hereby agree to North Devon Homes holding my personal data on records.

I hereby agree, where required that it may be necessary at times for North Devon Homes to provide information about my personal details to other organisations such as Taunton Deane, CAB/Housing Benefit/Housing Options team/ Police, utility companies and other outside agencies.

This consent is valid for 2 years. After this date we will not be able to communicate with you unless this has been confirmed to NDH. If any changes a new consent form will be required.

I understand that I can change or withdraw my agreement at any time and I will contact North Devon Homes immediately and accept that it is my responsibility to notify them of any change.

**Chosen representative signature:** \_\_\_\_\_

Date: \_\_\_\_\_

**Witnessed and verified by neighbour/friend/other family member or other**

I can confirm that the above Chosen representative Authorisation request is acceptable to both customer and chosen representative

Name of witness: \_\_\_\_\_

Address/profession: \_\_\_\_\_

Contact number: \_\_\_\_\_

**Signature:** \_\_\_\_\_

Date: \_\_\_\_\_