

Consent to disclose personal information to a third party



We take data protection seriously and work very hard to keep your personal information secure and safe. We also understand that sometimes you want someone else (a “third party”) to speak for you or act on your behalf. This could be a relative, tenant representative, local MP or Councillor, solicitor or a friend.

Your specific consent is required before the Housing Association can release personal information which we hold about you to any third party including people speaking or acting on your behalf. This is an important part of keeping your personal data safe.

The information you provide in this form will be kept securely in our systems and your consent will be valid for 12 months. We ask for this information so we can cross-reference the answers to the security questions from the third party to verify their identity and share tenant’s personal information with them. You can find out more about how we process personal information on our Privacy Notice at www.housingplusgroup.co.uk/data-protection.

You can find out more about data protection or make a complaint about the processing of your personal information to the Information Commissioner’s Office (ICO) at www.ico.org.uk.

If you want the Association to disclose your personal information to a third party and/or discuss your affairs, please read this Guidance, complete and sign the form and return it to the Association:

♦ **If your property is in the South Staffordshire area please send to:**

Post: Customer Services, Homes Plus South Staffordshire, Acton Court, Acton Gate, Stafford ST18 9AP.

Email: asksouthstaffs@homesplus.co.uk

♦ **If your property is in the Stafford area please send to:**

Post: Customer Services, Homes Plus Stafford, 1 Parker Court, Staffordshire Technology Park, Beaconside, Stafford, ST18 0WP.

Email: askstafford@homesplus.co.uk

♦ **If your property is in the Shropshire area please send to:**

Post: Customer Services, Homes Plus Shropshire, Brassey Road, Old Potts Way, Shrewsbury, SY3 7FA.

Email: askshropshire@homesplus.co.uk

Please note emailed forms need to include a signature. This can be a clear photograph of the filled in form.

If you require any assistance please contact the customer services team on **0800 007 4567**.

For the tenant

1. Your identity

To identify you, we will need your name and address. Please include any reference numbers which will help us to identify your records, such as your tenancy reference if you know this.

Name:

Address:

Postcode:

Reference
number(s):

2. We need to know what personal information you wish to be disclosed.

This may be information in respect of a specific matter, for example all details of your application for housing or transfer, or your rent account. If you are happy for all information to be disclosed, select the All category. If you only want certain information to be released you must specify what this is by selecting the relevant line.

☐ Rent and Service Charge account

☐ Benefit claims and enquiries

☐ Application for housing or rehousing

☐ All

☐ Tenancy Management (e.g. mutual exchanges, neighbour problems etc)

☐ Repairs and property improvements

☐ Domiciliary care enquiries

3. Please tell us why you want the information to be disclosed, and what you are authorising the person or persons who receive it to do with it.

This helps us manage requests and improves security.

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

We will need their name and contact details.

Name:			
Address:			
Postcode:		Telephone:	
Email:			
Relationship to you:			

5. How long do you wish this consent to remain valid for?

After this date, we will not release your information to the person(s) named without your consent. If you do not wish to have a specific end date then this consent will automatically end in 12 months.

Date when consent ends:	
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For the third party

6. Third Party's Security Questions

In the same way that we ask you for a password and questions for security purposes, we need the third party to use a password and answer security questions. These should be different from your own password and security questions. We will ask three different questions when the third party calls. An annual review of this information will be undertaken and a review form sent to you.

Please complete at least three security questions.

Password (this is mandatory):	
Third party postcode:	
Third party date of birth:	
Mother's maiden name:	
Name of third party first school:	
Name of third party first pet:	

Declaration - to be signed by third party

Please sign below to confirm you have read, understood, and agree to being a nominated third party and to the Association sharing your information with our Parent organisation, the Housing Plus Group ("the Group"). You agree to the Group storing and using the information you have provided to verify your identity and contact you in connection with third party disclosure in the future. Your consent will remain in place for 12 months, unless you withdraw your consent.

You understand you can find more information about how the Group processes your personal information on our website (www.housingplusgroup.co.uk/data-protection), and that you can withdraw your consent at any time by contacting customer services on **0800 007 4567**, emailing data.protection@housingplusgroup.co.uk, or writing to us at Data Protection, Housing Plus Group, Acton Court, Acton Gate, Stafford, ST18 9AP.

Signed:

Name:

Date:

Declaration - to be signed by tenant

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

I hereby give Homes Plus consent to disclose such personal information which the Association holds and which is detailed above. Disclosure of my personal information is restricted to the person or persons named above and this consent is valid until the date specified.

I understand that I can change or withdraw my consent for this disclosure at any time and can do this by contacting customer services team.

You understand you can find more information about how the Group processes your personal information on our website (www.housingplusgroup.co.uk/data-protection), and that you can withdraw your consent at any time by contacting customer services on **0800 007 4567**, emailing data.protection@housingplusgroup.co.uk, or writing to us at Data Protection, Housing Plus Group, Acton Court, Acton Gate, Stafford, ST18 9AP.

Signed:

Date:

Name:

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