

# Nominating a third party to act on your behalf

Sometimes you may want someone else (a third party) to speak for you or act on your behalf, for example, a relative, a friend or a representative, such as a support worker.

To keep your personal data safe, this form asks for your specific consent before we can disclose any of your personal information to a third party. You and the third party are asked to sign separate declarations at the end of this form.

You can find out more about how we process personal information in our Customer Privacy Notice at [www.curo-group.co.uk/privacy](http://www.curo-group.co.uk/privacy)

Please note: a third party cannot make decisions or take action on your behalf which has legal consequences e.g. ending your tenancy. For this to happen, you'll need to give another person the appropriate type of power of attorney: either 'Health and Welfare' or 'Property and Financial Affairs', or both types. Further details can be found at: [www.gov.uk/power-of-attorney](http://www.gov.uk/power-of-attorney).

## 1. Your details

Full Name: .....

Date of birth: .....

Address and postcode: .....

Phone: .....

Tenancy reference number: .....

## 2. Third party's details

Name: .....

Relationship to you: *(Please specify if the third party is part of a support agency)*

Date of birth: .....

Address and postcode: .....

Email: .....

Phone: .....



### 3. Contacting Curo:

Tick all that apply:

I agree to my third party contacting Curo (and where necessary, I consent to Curo disclosing my personal information to the third party) in relation to:

- ☐ My tenancy terms and conditions
- ☐ My rent account
- ☐ Repairs or upgrades to my home
- ☐ Booking or changing repair appointments
- ☐ Making or changing rent payments (the third party would need to use their own debit/ credit card; any credits on your rent account will only ever be repaid to you)
- ☐ Anti-social behaviour
- ☐ Making a complaint and agreeing a resolution with Curo
- ☐ Concerns about my health or welfare
- ☐ A specific issue (*where the third party is part of a support agency*)

Please provide further information on this: .....

.....

### 4. Contact from Curo:

Tick all that apply:

I request Curo to contact my third party (via phone and/or email), rather than myself, about the issues I have ticked above\*. In order to do this, and where necessary, I consent to Curo disclosing my personal information to my third party.

- ☐ Yes
- ☐ No

*\*Please note, for any issues not ticked, we will need to contact you directly.*

I consent to all letters\*\* from Curo being sent to my third party, rather than to myself.

- ☐ Yes
- ☐ No

*\*\*Please note this will not include legal notices that Curo is obliged by law to serve on you.*



## 5. Your consent:

- Your consent for Curo to disclose your personal data to your nominated third party, and for the third party to act on your behalf, will automatically end after four years (or 12 months if your third party is part of a support agency). If you wish your consent to end earlier than this, please provide a date: .....
- Once your consent has ended, Curo will not disclose your information to the third party or deal with them on your behalf, unless you renew your consent.
- You can withdraw your consent at any time by emailing [privacy@curo-group.co.uk](mailto:privacy@curo-group.co.uk)

## 6. Your declaration:

Please sign below to confirm that the information you have given on this form is correct and that you have understood the questions.

I/we give my/our consent for Curo to disclose the personal information which it holds, which is detailed above, to the third party named above.

I understand that if I/we have more than one tenancy with Curo, that this consent extends across all my/our tenancies.

My consent is valid until the date specified, or where no date is given, four years. I understand that I can withdraw my consent at any time by emailing **[privacy@curo-group.co.uk](mailto:privacy@curo-group.co.uk)**

If you are part of a joint tenancy, both tenants must sign:

Signed: ..... Date: .....

Signed: ..... Date: .....

## 7. Third party declaration:

Please ask your third party to sign the declaration below to confirm they have read, understood and agree to be a nominated third party:

I agree to being nominated as a third party by the above named. I understand that Curo will store my contact details provided on this form for the sole purpose of verifying my identity and, if necessary, contacting me in connection with this form.

Signed: ..... Date: .....

Please return this form to: Curo Customer Accounts Team, The Maltings, River Place, Lower Bristol Road, Bath BA2 1EP or email: **[tenancy.management@curo-group.co.uk](mailto:tenancy.management@curo-group.co.uk)**

