



# Client permission and consent form

When we record and use your personal information we:

- only access it when we have a good reason
- only share what is necessary and relevant
- don't sell it to commercial organisations

We need to record information about you to help with your enquiry. We have a legitimate interest to do this. Please let us know if you'd like more information about how we'll use your data.

<b>Client Name</b>			
<b>Client Address</b>			
<b>Date of birth</b>		<b>Gender</b>	

**I prefer to be contacted by** (please tick all those that apply)

- Email .....
- Mobile .....  Ok to leave a message?
- Home telephone .....  Ok to leave a message?
- Work telephone .....  Ok to leave a message?
- Home address

## We need your consent to record and use your special category personal data

We need your explicit consent to use some information, including your ethnicity, religion, health conditions, sexual orientation, trade union membership and political opinion.

If you agree, we'll use this information, which is known as 'special category personal data' to:

- give you advice
- help us gather data to improve our service

- support our research in a way that you can't be identified

We'll make sure all your information is kept safe in our secure case management system.

By ticking the boxes below you consent to Citizens Advice recording the special category personal data you choose to provide Citizens Advice.

**Yes, I consent to you holding information on my** (please tick all of those you agree to)

**Ethnicity**     **Health Condition**     **Religion**

**Sexual orientation**     **Trade Union membership**

## Can we contact you for feedback?

We want to make sure our service meets your needs. To help us understand how we're doing and to improve our service, we may want to contact you at a later date to ask for your feedback. Sometimes we need a trusted research organisation to help us do that.

We'll decide who we contact for feedback based on the services you used and the advice area. We may also use your special category data so that we hear from different groups.

Please tick the box below if you agree to us getting in touch.

**I agree to Citizens Advice selecting me for feedback using my information and contacting me**

## Your signature

<b>Name:</b>	
<b>Signature:</b>	<b>Date:</b>

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## For administration purposes

**Client reference number:** .....

**Case reference number:**.....