

Data Protection Act: Client / Member Consent Form

Permission to store and process your data

To help with your claim/case/repair/monitoring or as a member of the Proximo Group* we do need to record your details. These details may include personal and data concerning health.

To comply with the General Data Protection Regulation we must ask for your permission to store and process your personal and data concerning health for this purpose.

I/We give/remove my/our consent to Proximo* for recording personal information about me/us

I/We request information about my/our personal data Proximo* hold on me/us

I/We request my/our personal data erasure

| | | | |
|---------------------|--|--------------------|--|
| Name | | | |
| Signature | | Date | |
| Phone Number | | Case number | |

| | | | |
|---------------------|--|--------------------|--|
| Name | | | |
| Signature | | Date | |
| Phone Number | | Case Number | |

Overleaf are some key statements about our data protection and privacy policy.

Please also read the Proximo* full Privacy Policy available on our website.

Proximo/Proximo Legal Services/CH1/CVS

Park House, Chantry Court

Sovereign Way

Chester

CH1 4QN

www.proximo.co.uk

General Data Protection Regulation: Customer Information Sheet

What is personal data and data concerning health?

Personal data is data which can be used to identify you. This may include your name, date of birth, address, telephone number etc.

Data concerning health is personal data related to the physical or mental health including the provision of health care services, which reveal information about health status.

Where will you store my data?

The record of your case will be stored in an electronic database system accessed by employees of Proximo*. Paper copies of your data may also be stored securely and accessed by employees of the Proximo*.

How long will you store my data?

Your data will be stored for the live period of you claim/case/repair/monitoring and then archived in accordance to Archiving and Retention Policy. Your archived data will be stored for a period required by law/regulation and then securely destroyed.

How will you use my data?

Your data will be pseudonymized and primarily used for the purpose of progressing your claim/case/repair/monitoring and other support services. In some instances, Proximo* may contact you to invite you to participate in surveys or research projects about particular issues.

Can I withhold my consent?

Yes, but if you do Proximo* will not be able to help you with your claim/case/repair/monitoring and support service which includes provision of paper and electronic information and events.

What is a Data Controller?

A Data Controller is someone who is responsible for your data and who must make sure that your data is processed according to the law. For example they are responsible for making sure that the information held about you is accurate and that it is kept secure. For the purposes of the General Data Protection Regulation the Data Protection Officer of Proximo is the Data Controller.

Why might you share my personal and sensitive personal data? Who will you share it with?

We will only ever share your information for legitimate purposes and in relation to your case. We will inform you when your data are first disclosed to the recipient.

Obtaining the information we hold about you

You have a right to ask for a copy of your information and to correct any inaccuracies. Under General Data Protection Regulation, Proximo is required to respond to your request within one month. If you would like a copy of the information we hold about you, please write to Customer Service, Proximo Ltd, Park House, Chantry Court, Sovereign Way, Chester, CH1 4QN, customerservice@proximo.co.uk.

Your right to lodge a complaint

You can report your concerns regarding handling your personal data to Information Commissioner's Office. Contact details and list of procedures are available on www.ico.org.uk/concerns/