

NEA Consent & Authority to Act Form

Our service:

This energy efficiency/ energy advice service is provided by NEA, the national warm homes and energy efficiency charity. This service is operated by NEA and is funded by various project partners including gas and electricity suppliers, distributors and network operators.

We provide energy and welfare benefits advice and guidance to individuals who might be struggling to afford their energy or keep comfortably warm in their home.

1. Questions about subjects outside of energy or welfare benefits will be referred or signposted on to other speciality organisations
2. All advice is free, confidential, and impartial
3. Clients will always be treated fairly and with respect
4. NEA will always act transparently, ethically and in the best interests of our clients

Partner services:

NEA will deliver non-regulated advice for the purposes of dealing with fuel debt, water debt and energy advice. For regulated debts including those covered by the Consumer Credit Act we will refer you to specialist local or national agencies if you require these or other services.

Your personal data:

NEA takes your privacy seriously, and will collect, store and process your personal data securely and in accordance with data protection law and General Data Protection Regulation (GDPR). Personal data is any data that can be used to identify a living individual. NEA requires explicit consent from you to collect and process 'special category data', including health data.

We will use your personal data to undertake project monitoring, tailor energy advice delivery and distribute resources, signpost to third party services or access services on your behalf and/or allow us to make referrals to other organisations to help meet your needs. This may involve us sharing your personal data with others to enable them to provide you with a service.

We may: share it securely with our partners; use it to contact you including for the purposes of research and evaluation; and for anonymised statistical and monitoring purposes directly related to this and other similar services. Your information will NOT be used or shared for marketing purposes.

You can find out more about the service and ask to see any data we hold about you by writing to us at the address below. You can also use this address to request us to remove any records we hold about you. All data will be stored and securely destroyed in line with our contractual obligations and/or data retention policy. You can see our full Privacy Policy at <https://www.nea.org.uk/privacy-policy/> or ask for a hard copy by contacting us at info@nea.org.uk or the address below.

What we expect of you:

1. Be sensitive and respectful to our staff always. If you become abusive or disruptive, we will be forced to withdraw our services. If we are forced to suspend our services with you, we will look to direct you to alternative support providers.
2. To attend appointments when they have been arranged or contact us to cancel or reschedule in advance
3. To provide supporting documentation as requested – delays in receiving evidence or supporting paperwork means we are unable to progress your issue
4. Be open and honest about your issue – we can only give you advice based on what you tell us

Declaration

I hereby authorise NEA to act on my behalf to:

(Tick all that apply)

- Liaise (and share my data) with any energy supplier about any aspect of my current or past energy supplies including but not limited to assistance to update my account details (such as phone numbers and email addresses), make changes to my contract, agree a new sale, change tariff or payment method, opt me into/out of any relevant schemes or offers, arrange account opening or closure (in the event of moving home etc), book appointments, supply meter readings and/or deal with metering, billing or payment issues;
- Liaise (and share my data) with any organisation for the purposes of securing additional advice or support including but not limited to income maximisation, debt relief or money management; grant aid or other financial support;
- Request information from any organisation(s) to provide me with a service;
- I give explicit consent for NEA to use personal health/disability data I have previously disclosed for the purpose of securing relevant services for me (e.g. Priority Service Register, financial support etc);
- I understand that the authority is to remain in place until such time as I ask for this to be revoked.

Your Details:

Name:	<u>Forename</u>	<u>Surname</u>
Address & Postcode:		
Date of birth:	(DD/MM/YY)	
Contact numbers:	<u>Tel:</u>	<u>Mobile:</u>
Contact email:		
Signature:		Date of signature: (DD/MM/YY)

For energy supplier enquiries (Complete if NEA requests your supplier information)

Account holder name:	<u>Gas</u>	<u>Electricity</u>
Account holder address (if different from above)	<u>Gas</u>	<u>Electricity</u>
Account number:	<u>Gas</u>	<u>Electricity</u>
Supplier Name:	<u>Gas</u>	<u>Electricity</u>

	<u>If relevant:</u>	<u>If relevant:</u>
	<u>Previous gas supplier</u>	<u>Previous electricity supplier</u>
	<u>Previous gas account holder name</u>	<u>Previous gas account holder name</u>
	<u>Previous gas account number</u>	<u>Previous electricity account number</u>
<u>If you need to tell us something important then record it here (or attach further information):</u>		

(NEA Office Use Only - advisor to complete)

Received Date:	(DD/MM/YY)	Advisor Name:	
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 Telephone: 0191 261 5677. Email: info@nea.org.uk Website: www.nea.org.uk NEA is a data controller registered with the Information Commissioners Office Reg. No Z847023X in 23/4. Charity No. 290511.
 Company limited by guarantee – registered in England No. 1853927.