

TRINITY MONEY ADVICE LEICESTER

CLIENT AGREEMENT

Client Name:

Client Reference:

Advisers:

You have asked for debt advice from Trinity Money Advice Leicester (“TMAL”). This agreement is to help you understand how we can best work together as well as the way we collect, use and store your personal data. All advice offered by TMAL is free and unconditional and will be tailored to your individual needs.

Data collection and storage

All information obtained by TMAL about you and your circumstances will remain confidential to TMAL and CMA’s support staff (for case management and file auditing purposes). All paperwork will be locked away when not in use and any electronic records securely stored in full compliance of data protection legislation. You are free to see a copy of your case notes and correspondence at any time and your adviser will provide paper copies on request. We would normally store your personal data for a period of six years. However, you can request that your data be amended, deleted and/or destroyed subject to any legal restrictions. The details of your creditors will be revealed to other creditors on production of the financial statement.

Your personal information and financial circumstances will only be disclosed to third parties with your written consent, unless requested by the process of law, e.g. if you reveal that you may be about to cause or have already caused, harm to yourself or others. In such circumstances, we may contact the police, Social Services, health workers, or other relevant professionals. If possible, we will inform you of the action we intend to take. If you would like further information about data protection and confidentiality, please ask to see a copy of TMAL’S Security Policy and Privacy Notice.

Referrals

If, after discussing your situation, we feel it would be suitable to refer you to another agency for assistance, we will seek your written authorisation before contacting or releasing personal information to them.

Initial interview

The initial interview may last up to one and a half hours, during which time follow up appointments will be made as necessary. Following the initial interview, you will be sent a confirmation of advice letter via your chosen method of correspondence, outlining what was discussed and any actions that were agreed. Following subsequent appointments, agreed actions will be given to you in written form.

Credit Rating

If we contact your creditors and negotiate with them, please be aware that failure to meet contractual payments, negotiation of reduced payment arrangements / partial settlement arrangements and pursuing insolvency options etc may have a negative affect on your credit rating.

Updated: 17/10/2018



Termination of advice

As a client, you have the right to terminate the debt advice service you receive from us at any stage. However, in such circumstances, we would ask you to give us as much notice as possible. Our debt advice service may also be terminated if:

- It is mutually agreed that further appointments would not be of any further benefit to you.
- You fail to keep appointments without giving reasonable notice or explanation.
- You are involved in illegal activity or fail to comply with any legal requirements such as ensuring you carry out any actions necessary to prevent benefit or tax fraud.
- You take out further borrowing once the advice process begins, without speaking to us first.
- You seek advice from another debt advice agency, as two debt agencies cannot advise you at the same time.
- You threaten, harass or abuse a member of TMAL's team.

If you ever feel unhappy or dissatisfied with the service you receive from TMAL or you decide to seek advice elsewhere, please talk to your adviser or another member of our team and ask for a copy of TMAL's complaints procedure.

Consent

By signing this form, you are agreeing to TMAL holding and processing your personal data. Additionally, you can 'opt in' to TMAL contacting you for the following reasons:

I consent to TMAL contacting me by: post phone or email

- To keep me informed about advice sessions, details of options available and notifying me of changes in circumstances.
- To keep me informed about news, events and activities.
- To provide feedback on the advice I have received through TMAL via questionnaires.

Client Signature: **Adviser**
Signature:

Client Name: **Adviser**
Name:

Date: **Date:**

You can withdraw or change your consent at any time by contacting the Centre Manager at Trinity Money Advice Leicester, Trinity Hall, 7, Trinity Lane, Leicester LE1 6WP or telephone 0116 319 2636. Please note that all processing of your personal data will cease once you have withdrawn consent, other than where this is required by law. This will not affect personal data that has already been processed prior to this point.

For more information about the use of your personal data, please ask for a copy of {Name of Centre's} Privacy Notice.

(Copy to be retained by the client)