

# Trusted Contact Person Consent Form

Please complete where appropriate and in BLOCK CAPITALS.



## What is a Trusted Contact Person?

A Trusted Contact Person (TCP) is a friend or family member chosen by you. We may contact them only in certain situations (listed below) to help keep you safe and make sure we have the correct information. A TCP cannot act for you. They cannot cancel, renew, or change your policy. They are there only to help explain and to help us reach you, if needed. Choosing a Trusted Contact Person is optional and will not affect your policy.

## When we may contact your Trusted Contact Person (TCP)

Having a Trusted Contact Person allows someone you designate to be contacted by us, if we can't reach you, ensuring your wellbeing or that you are supported in your interactions with us. We may contact your Trusted Contact Person if for example:

- you make a claim, and we can't reach you
- there is an emergency,
- there has been a bereavement,
- we suspect fraud

In these situations, we may share confidential information with your TCP, only as needed, to discuss and resolve the issue.

## How to complete this Trusted Contact Person Form

<b>Section A:</b>	<b>For You, The Customer to Complete &amp; Sign</b>
<b>Section B:</b>	<b>For The Trusted Contact Person (TCP) to Complete &amp; Sign</b>
<b>Return this completed form by FreePost to:</b>	<b>FREEPOST FCV26, RedClick, 5 Town Hall Place, Farnham Street, Cavan, Co. Cavan, H12 V9F5, Ireland</b>

**We're here to help!** If you have questions, visit [www.redclick.ie/help-centre/enhanced-support](http://www.redclick.ie/help-centre/enhanced-support) or call us on 01 553 4040, chat with us on [www.redclick.ie](http://www.redclick.ie) or email us at [info@redclick.ie](mailto:info@redclick.ie).

## Data Protection Notice:

Generali España de Seguros y Reaseguros, S.A., acting through its Irish Branch, with registered office at Plaza de Manuel Gómez-Moreno, N°5, CP 28020, Madrid, Spain. Registered Irish branch: 5 Town Hall Place, Farnham Street, Cavan, Co. Cavan, Ireland, H12 V9F5 (hereinafter "RedClick" or the "Insurer") is the data controller for the personal data that is processed in respect of trusted contact persons. Full RedClick Data Protection information can be found on: [www.redclick.ie/privacy-policy-and-general-data-protection-regulation](http://www.redclick.ie/privacy-policy-and-general-data-protection-regulation).

**Purpose of Processing:** We will collect personal details (name, contact information, and relationship to the account holder) so we can reach the Trusted Contact Person if the account holder cannot be contacted or requires assistance.

**Legal Basis:** Processing is based on our legitimate interest in safeguarding the account holder and ensuring continuity of service.

**Data We Collect:** Name, Contact details (phone, email address) and Details of any interaction with you.

**How We Use Your Data:** Your Trusted Contact Person information will only be used for support purposes. It will not be used for marketing.

**Sharing of Data:** Your data will only be accessed by authorised staff and may be shared if required by law.

**Retention:** We keep your data securely for as long as you remain a trusted contact and then delete it in accordance with our retention policy.

**Your Rights:** You have the right to:

- Access your data
- Request correction or deletion
- Object to processing
- Lodge a complaint with the Data Protection Authority

## Contact Us

For any queries or to exercise your rights, contact: [dataprotectionofficer@redclick.ie](mailto:dataprotectionofficer@redclick.ie)

# Trusted Contact Person Consent Form

Please complete where appropriate and in BLOCK CAPITALS.

## Section A - Customer Information

### Your Details

Name (First Name and Surname): \_\_\_\_\_

Phone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Policy or Claim number (if known): \_\_\_\_\_

### Your Trusted Contact Person Details

I nominate the following person as my Trusted Contact Person (TCP);

Name (First Name and Surname): \_\_\_\_\_

Phone number: \_\_\_\_\_

Email address: \_\_\_\_\_

### Your Consent (please read and tick the box below)

- I agree that RedClick may contact my Trusted Contact Person in the situations described above, may share confidential information with them for those purposes only.
- I understand that they cannot act on my behalf and cannot cancel, renew, or change my policy.
- I understand I can remove or change my Trusted Contact Person at any time by calling 01 553 4040 or emailing info@redclick.ie.

I have read, understand and agree to all of the above.

### Signature & Date

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

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## Section B - Trusted Contact Person Information

### Your Details

Name (First Name and Surname): \_\_\_\_\_

Phone number: \_\_\_\_\_

Email address: \_\_\_\_\_

### Your Consent (please read and tick the box below)

- I agree that RedClick may retain my name and contact information and may contact me and discuss the matters listed in this form with me, including confidential information about the customer only as needed to address those matters.
- I understand that I am a support person only and cannot act on behalf of the customer or make changes to their policy.
- I have read and understood the Data Protection Notice and consent to my personal data being processed for the purposes described. I understand that I may withdraw my consent and ask RedClick to remove my details at any time by calling 01 553 4040 or emailing info@redclick.ie.

I have read, understand and agree to all of the above.

### Signature & Date

Trusted Contact Person Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_