

Mandate and Consent Form

I, _____ hereby give my consent to Independent Advocacy Perth & Kinross to act and advocate on my behalf.

By giving this consent, I authorise Independent Advocacy Perth & Kinross ('Independent Advocacy') to act as my Advocate. This may involve Independent Advocacy attending meetings, contacting relevant professionals or personnel, speaking to or writing to individuals and organisations and requesting on my behalf, access to and, where appropriate, originals or copies of any information, documents or other material to which I am entitled, whether this is held in written, electronic or other form.

This consent is given on the understanding that Independent Advocacy agrees:

- To be independent of service providers and free from any conflicts of interest.
- To provide support and assistance to enable their Advocacy Partner to get their voice heard.
- To try and provide all available information to their Advocacy Partner to assist them to make informed decisions about their situation and possible courses of action.
- Not to give advice or tell me, their Advocacy Partner what to do.
- To contact me as the Advocacy Partner when there is any news or update on their case.

This consent is also given in the knowledge that Independent Advocacy cannot:

- Guarantee to me a successful outcome. The Advocate will support me as the Advocacy Partner to have their views heard and listened to but cannot ensure that a particular outcome is achieved.
- Accept responsibility if I, as the Advocacy Partner, make commitments which have not been discussed with the Advocate beforehand.
- Take legal action but may assist me as the Advocacy Partner to access legal representation.

Right to Withdraw Consent

I understand that I have the right to withdraw this consent at any time.

I acknowledge that Independent Advocacy cannot continue to provide me with the advocacy services that I have been receiving after my consent has been withdrawn.

I understand that this consent remains in force until the issue(s) has been/have been concluded or until I notify Independent Advocacy that this consent is withdrawn, - whichever is the earlier occurrence.

Signature: _____

Date: ____/____/____

Advocacy Partner: _____

D.O.B. ____/____/____

Address: _____

Phone: _____

Mobile: _____

Email: _____

Able to read/write English? YES / NO

Interpreter? YES / NO Language (if yes) _____

Data Protection

The law says we must get your permission to store information about you (Data Protection Act 2018). The processing of your information is governed by both The General Data Protection Regulation (2016) (GDPR) and the Data Protection Act 2018. This means we must not collect or retain excessive amounts of information about you and we must keep your personal information up to date. We must store and destroy it securely and we must protect your personal information from loss, misuse, unauthorised access and disclosure, making sure that technical measures are in place to ensure the protection of your personal information.

We will therefore treat all your information confidentially, unless required by law to do otherwise (including Protection of Vulnerable Adults legislation).

We may need to use your personal information in order to act on your behalf with a relevant third party.

Your information will be kept confidentially by Independent Advocacy Perth & Kinross while we are providing you with advocacy support.

The information may be obtained /received by email, post, text or phone. You can grant consent to all, some or none of these purposes. Where you do not grant consent we will not be able to keep your information.

Your Rights and Your Personal Information

Unless subject to an exemption by the GDPR or the Data Protection Act 2018, you have the following rights with respect to your personal information:

- The right to request a copy of your personal information that IAPK is holding.
- The right to request that IAPK corrects any personal data if it is found to be inaccurate.
- The right to request your personal data is erased (securely destroyed) when it is no longer necessary for IAPK to retain such information.
- The right to withdraw consent to IAPK acting on your behalf at any time

Making a Complaint

You have the right to make a complaint about the service you receive from Independent Advocacy Perth & Kinross. Any complaints you may have should be addressed to:

Clare Gallagher, Chief Executive, Independent Advocacy, 90 Tay Street, Perth, PH2 8NP.

You also have the right to make a complaint in relation to data protection to the Information Commissioner's Office. Such a complaint should be addressed to:

Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

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