

# Verbal and written consent arrangements during COVID-19

Hospitality  
Action

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## GDPR/DATA PROTECTION

Under General Data Protection Regulations (GDPR) we will need fully informed and freely given consent from applicants (your client or service user) that we can hold their data for the purpose of assessing and processing applications for financial support.

We have adapted our consent procedures to enable you to record verbal consent more easily. Where someone you are supporting is able to sign a form you should also if possible further proceed to obtain written consent.

If the person you are supporting:

- CANNOT provide written consent please follow the verbal consent guidance in Section 1
- If they CAN provide written consent please follow the guidance in Section 2

## SECTION 1 – VERBAL CONSENT

We appreciate that due to social distancing and social isolation measures, it may not be possible for the person requiring support to provide written consent. Whilst these measures remain in place supporting agents are required to verify that verbal consent has been obtained.

Please explain to the person you are supporting that you need to obtain their verbal consent, if signed consent is not possible due to Covid-19 social distancing measures.

If possible please signpost them to our Privacy Policy [click here](#) and our Written Consent form below. If they are unable to read the documents, please explain the contents, outlining how their personal data, including special category data, will be used by Hospitality Action and its suppliers of goods when you apply for a grant to Hospitality Action on their behalf.

Once you have explained this information please ask them to confirm they have spoken to other members of their household (where relevant) about providing their information on the application form, and they give their fully informed consent for Hospitality Action to use their personal data and special categories data in line with the purposes set out in Hospitality Action's Privacy Policy and Consent Form. Remind them that they can withdraw their consent at any time, but that does not affect the validity of their consent up to that point.

Once you have done this please tick the box in Section 18 Declaration Statement to verify that verbal consent has been obtained.

## SECTION 2 WRITTEN CONSENT

If you are able to send confirmation of their written consent please upload evidence of this with the application.

TEMPLATE WRITTEN CONSENT FORM – SEE BELOW A TEMPLATE WRITTEN CONSENT LETTER YOU MAY WISH TO USE WITH YOUR CLIENTS.

Dear Applicant,

Hospitality Action is the **trade charity** for the hospitality industry and as such we consider applications for financial assistance from people who satisfy the following criteria:

Worked in any role for a company in the UK whose main function is the **direct provision of food, drink or accommodation away from home**. We can consider applications from people where they have been directly employed in the provision (e.g. they worked in hotels, contract catering businesses, restaurants, pubs, bars or coffee shops), or have worked in a job where their **direct role** is the in-house provision of food, drink or accommodation in another business sector (such as school, hospital or care home cook, or working in a staff restaurant in an office building). We also cover self-employed from the industry.

Worked during one of the following **time frames**:

Currently working within the industry

Have worked for five years or more in their lifetime

Have worked for one year within the last two years in the industry and have recently lost their job/ hours due to the Covid-19 pandemic.

Demonstrate that they are in financial need and have limited savings.

To enable your supporting agent to make an application to us on your behalf, we will need to ask them for personal data about you and members of your household and we may need to ask them for special category personal data about you as well, to enable us to assess your application. The special category personal data requested on the application form includes racial or ethnic origin, sexual orientation and health. In order to collect special category personal data about you we need to obtain your explicit consent.

Personal data: This includes any details that identifies you personally, such as your name, address, email address or telephone number etc. Special category personal data: This includes your racial or ethnic origin, sexual orientation and health.

To enable our household item suppliers to deliver an item to you, we will also need to share some of your personal data with them, but this will not include any special category personal data

Please sign and date below where indicated, to give consent. Please note that we will be unable to continue with your application for support if we do not have your consent. You can withdraw your consent at any time, but that does not affect the validity of your consent up to that.

I confirm that I have read the Charity's Privacy Policy provided with this form and I have spoken to other members of the household about providing their information on the application form. I freely give my fully informed consent:

1. To allow the Charity to collect special category and personal data about me and other members of the household during the application process to assess our eligibility for a grant.
2. To allow the Charity to share my name and contact details with its household goods suppliers if my application is successful.
3. I give Hospitality Action consent to discuss my application pack and the details contained within it with the person/organisation named below and authorise this person/organisation to provide information back.

Name  Organisation  Email

Full printed name of person requesting a grant

Dated DAY / MONTH / YEAR

Signed (person requesting a grant)

Due to GDPR if this consent form is incomplete we cannot process your application.