

## Transfer data between clients

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This procedure details the actions which need to be taken to pass data between Child Maintenance Scheme clients. This can occur at any point in the lifecycle of a case.

A client may contact the Child Maintenance Group (CMG) to request that their contact details are forwarded onto the other party in their case. This is usually parents who have lost contact with each other and one parent now wishes to re-establish contact. The transfer of information from one party to the other is by correspondence. The client who provides the information must sign a declaration form to give authority for their information to be passed onto the other client.

The exception to this is where, to enable a Direct pay arrangement, a client provides authority to collect (verbally) and pass bank details to the other party. Only bank details can be verbally collected to be transferred in writing to another party. For more information refer to the section **Verbally Collecting and Transferring bank Details**.

The following information can be transferred from one client to another:

- name (includes new name)
- address
- post code
- landline telephone number
- mobile telephone number
- email address
- bank details to enable direct pay

CMG will not pass on other information/items, for example, notes from one client to another, birthday cards or gifts etc.