

## Consent Scripts from Dynamics 365

Asking the caller for consent to keep **their** details.

"Do you consent to the British Red Cross storing and using the personal information that you provide on this call in order to provide a service? The Red Cross is committed to privacy and will use this personal data for the purposes it was collected."

Asking the **caller** for consent to keep the **beneficiary's** details.

"Has the person who you are calling on behalf of consented to the British Red Cross storing and using the personal information that you provide on this call in order to provide a service? The Red Cross is committed to privacy and will use this personal data for the purposes it was collected."