**Email template for obtaining consent for GN Online Services from your client. Please follow instructions in the document ‘ReSound Assist Live – Guidance for remote fitting’ before sending.**

**Consent for remote adjustments of your hearing aids**

We hereby send you a request for written consent for us to activate the GN Online Services in relation to your hearing aids. These services enable you to receive firmware updates, fine-tuning and adjustments to the settings of your hearing aids remotely, without going to the clinic, when you request us to do so. We hope our remote care solutions will help you in taking care of your hearing.

By activating the GN Online Services, you will be allowing us and the manufacturer of the hearing aids, GN Hearing, to access and use information related to your hearing loss via these online services and the associated mobile app.

We ask for two separate consents as shown briefly below. The attached consent explains in detail what information will be collected and for what purposes.

Please follow these instructions:

* To give your consent, reply to this email with ‘Agree A’ or ‘Agree A and B’, depending on which consent(s) you wish to give.
* In case you do not wish to give your consent, reply to this email with ‘Do not agree’.
* The attached detailed consent is for your information only, so you do not have to return it.

**CONSENT PART A –which concerns the use of data to enable functionality of the APP (required to use GN Online Services).**

By responding to this email by writing **“Agree A”**, You (or where you are aged under 16, your parent or legal guardian on your behalf) consent that [Insert name of the Hearing Care Professional] and GN Hearing A/S may use your personal data, including health data, **for the purpose of providing the GN Online Services**, including remote firmware updates and remote fine tuning of your hearing instrument. Read more about the use of personal data in the attached detailed consent.

**CONSENT PART B –which concerns the use of data to improve or develop products or services (NOT required to use the GN Online Services)**

By responding to this email by writing **“Agree A and B”,** You (or where You are aged under 16, your parent or legal guardian on your behalf) consent that [Insert name of the Hearing Care Professional] and GN Hearing A/S may use your personal data, including health data, **ALSO** for the purpose of **analyzing and developing new or improved products or services.** Read more about the use of personal data in the attached detailed consent.

**You may withdraw your consent(s) at any time by going to the "More" menu in the app to**

**notify GN Hearing A/S, by contacting GN Hearing A/S on dpo@gn.com or by contacting [Insert name and contact details (address or e-mail) of the Hearing Care Professional].**

In case you have any questions please feel to contact us at [Insert name and contact details (address or e-mail) of the Hearing Care Professional].