

Complaints Processing Privacy Notice

The purpose RBH is processing your information is: to resolve your complaint.

Our legal basis for doing this is: that it is necessary for the purpose of our organisations legitimate interests.

We have a legitimate interest to do this because: handling complaints is an important part of providing good customer service.

As part of this process the following information may be shared with us: home address, personal email, phone number, first and last name.

By: A chosen representative of yours, for example a local Councillor.

All processing of your personal information will remain with in the UK.

Your personal information will then be kept on our records: for 6 years from the point your complaint is resolved. Or if you are a tenant of RBH until six years after your tenancy agreement has ended with RBH.

You have a number of rights which we have to respect. One of these is a right to see all your personal information that RBH processes. For more information on your rights, and for further information on how RBH protects your personal information please see [the RBH Privacy Statement](#).

If you are unhappy with how RBH processes personal information you may complain to the UK's regulator, the Information Commissioner's Office (ICO) <https://ico.org.uk/concerns/>.

RBH employs a Data Protection Officer (DPO) to ensure RBH protects your rights when processing your personal information. The DPO can be contacted in the following ways:

Email: DPO@rbh.org.uk

Telephone: 0800 027 7769 (and ask to speak with the DPO)

By letter: DPO, RBH, Sandbrook House, Sandbrook Way, Rochdale, OL11 1RY.