

Property Compliance and Enforcement

Privacy Notice

The purpose RBH is processing your information is: carry out statutory gas and electrical safety checks at your home and to manage any enforcement action required where access is not provided. This includes arranging appointments, contacting you about access, ensuring our colleagues can complete their visits safely, evidencing lawful entry and recording property condition.

Our legal basis for doing this is: that it is a legal obligation (Article 6(1)(c)). RBH must carry out gas safety checks under the Gas Safety (Installation and Use) Regulations 1998 and electrical safety checks under the Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025. We must process certain information to fulfil and evidence these statutory duties and to take appropriate enforcement action where access cannot be gained including missed appointments, non-attendance and repeated refusal to allow entry.

The legal basis for processing protected categories of personal information is: GDPR Article 9 (2)(b) and Schedule 1 Part 1, Paragraph 1 of the Data Protection Act 2018 (Employment, social security and social protection). RBH may process relevant health-related or risk-related information to identify any reasonable adjustments and ensure safe working conditions for colleagues to complete statutory access safely. Special category data may also be captured incidentally through body-worn video. This information is only processed where necessary to ensure colleague safety and fulfil statutory duties.

As part of this process the following information may be obtained by RBH: Personal details, contact details, photographs taken to record the condition of your property, appointment history and access attempts, body-worn video footage and any vulnerability or risk-related information.

Your personal information will then be kept on our records:

- **Routine access and enforcement records:** Retained for 6 years after the access event.
- **Body-worn video:** Retained for no longer than 90 days. Any footage required for enforcement, complaint handling and investigation, or legal claims may be retained for up to 6 years.

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).

Web: <https://ico.org.uk/concerns/>

Phone: 0303 123 1113

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:

Last Updated: 6th August 2026

Email: DPO@rbh.org.uk

By letter: DPO, RBH, Unique Enterprise Centre, Belfield Road, Rochdale, OL16 2UP

By Phone: [0800 027 7769](tel:0800 027 7769)