

CUSTOMER SATISFACTION SURVEYS PRIVACY NOTICE

The purpose RBH is processing your information for is: to send you surveys which allow you to feedback on homes and services provided by RBH and to analyse feedback provided to identify any trends and highlight areas for improvement.

Our legal basis for doing this is that: it is necessary for the purposes of RBH's legitimate interests.

We have a legitimate interest to do this because: we know that unhappy customers cost the society in terms of increased complaints and terminations. As such, it is in our interests to monitor levels of satisfaction, follow up on any negative feedback (where permission has been given) and use feedback to continually improve the homes and services we offer.

As part of this processing your personal data may be shared with: external companies contracted by RBH to facilitate/conduct customer satisfaction surveys on their behalf.

All RBH processing of your data will remain in the UK. Surveys carried out through some service providers may process your data in the USA. Please see their Privacy Policy for more information.

Your personal information will then be kept on our records for: one year after each survey has been completed to enable analysis and any follow up work (where permission has been given by the customer for further contact) to be conducted.

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