

Last Updated: 26<sup>th</sup> April 2022

# 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 obtained by RBH:** Personal details, contact details, any information required to process your complaint including special category data.

**To resolve complaints, RBH may share your data with:** A chosen representative of yours. Local Councillors. A third party service provider. The RBH representative body and board.

**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](mailto:DPO@rbh.org.uk)