

Legal Claims Privacy Notice

The purpose RBH is processing your information is: to assess, manage, and respond to any legal claim you make, or any legal claim that involves you. This includes understanding the issue, investigating it, and taking the steps we are legally required to take.

Our legal basis for doing this is: that it is to comply with a legal obligation. We are required to handle claims in line with our statutory duties.

The legal basis for processing protected categories of personal information is: GDPR Article 9 (f) which allows us to process special category data where it is necessary for the establishment, exercise, or defence of legal claims or judicial processes.

As part of this process the following information may be obtained by RBH: Personal details, contact details, evidence of documents relevant to the claim, correspondence you've had with RBH, any information required to process your claim. This can include special category data where applicable depending on the nature of your claim.

To resolve claims, RBH may share your data with: third parties who provide insurance, legal advisors, competent authorities, regulatory bodies or organisations who have an oversight of RBH such as the Housing Ombudsman.

Your personal information will then be kept on our records: only for as long as necessary for us to investigate the claim, respond to it, meet our legal and regulatory obligation, and protect our organisation in the event of future related claims. We do not apply a single retention period to all legal claims. Each matter is reviewed individually, and once the information is no longer required, it is securely deleted.

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:

Email: DPO@rbh.org.uk
By letter: DPO, RBH, Unique Enterprise Centre, Belfield Road, Rochdale, OL16 2UP
By Phone: [0800 027 7769](tel:08000277769)