

# Complaints Processing Privacy Notice

**The purpose RBH is processing your information is:** to understand and investigate your complaint and come to a fair resolution.

**Our legal basis for doing this is:** that it is necessary for the performance of a contract as a part of pre-action conduct which RBH is required to do as a registered provider of Social Housing. RBH is committed to handling complaints as an important part of providing good service to RBH customers and interested parties.

**The legal basis for processing protected categories of personal information is:** GDPR Article 9 (g) and Schedule 1, Paragraph 12 of the Data Protection Act 2018. This is a provision where organisations acting in the public interest are allowed to process this data to comply with regulatory requirements.

In order to provide the best service when handling complaints, RBH will need to process Special Category Data to fully understand the nature of your complaint.

**As part of this process the following information may be obtained by RBH:** Personal details, contact details, financial details, any information required to process your complaint. This can include special category data where applicable depending on the nature of your complaint.

**To resolve complaints, RBH may share your data with:** A chosen representative of yours. Local Councillors. RBH's third-party service providers. The RBH Representative Body, the RBH Board and The Housing Ombudsman.

**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).

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