

Last Updated: 27th March 2026

Tenancy Sustainment Privacy Notice

The purpose RBH is processing your information is: To allow RBH to provide support and advice with any tenancy related support needs required to help you maintain your tenancy.

Our legal basis for doing this is: it is necessary for the performance of a contract, specifically your tenancy agreement. We use your information so that adequate support can be put in place to assist you in sustaining your tenancy.

The additional legal basis for processing protected categories of personal information is: processing is carried out in the course of its legitimate activities with appropriate safeguards by a foundation, association or any other not-for-profit body.

As part of this process the following information may be shared with us: A complete holistic assessment to gather an overview of an individual's situation. This information may include details relating to previous housing, finance details, health details, offending details and wider support networks that you may be accessing.

As part of this processing your personal data may be shared with: Local policing services, Community Mental Health Teams, NHS, Adult and Children's Services, the Local Authority, the Department for Work and Pensions.

All processing of your personal information will remain within the UK.

Your personal information will then be kept on our records for: 6 years from the end of the tenancy agreement.

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)