

Communications Survey Privacy Notice

The purpose RBH is processing your information is: to ensure that we continue to communicate effectively with our customers using methods that work for them.

Our legal basis for doing this is: it is necessary for the organisation's legitimate interests to effectively meet the communication preferences of customers and ensure we are sharing information using appropriate methods.

As part of this process the following information may be obtained by RBH: Personal details, communication preferences, and contact details.

We will not share the personal information you provide in our communication surveys with third parties.

Your personal information will then be kept on our records:

- Your preference for communications will be stored for 1 year after the end of your RBH tenancy
- The information you provide as part of the survey will be stored for one year after each survey has been completed to enable analysis and any follow up work 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).

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)