

# Responsive Repairs Service Privacy Notice

**The purpose RBH is processing your information is:** to enable us to provide you with a responsible repairs service, meet our contractual obligations under the terms of the tenancy agreement and monitor tenant satisfaction with the service. In some circumstances RBH will process information relating to vulnerabilities or antisocial behaviour to protect our colleagues, contractors, and customers.

**Our legal basis for doing this is:** that it is necessary for the performance of a contract. The tenancy agreement states clearly what repairs the landlord is responsible for and what repairs the tenant is responsible for. The responsive repairs service ensures that we meet our legal and contractual obligations to our tenants and leaseholders.

**The legal basis for processing protected categories of personal information is:** GDPR Article 9 (2)(b) and Schedule 1 Part 1, Paragraph 1 of the Data Protection Act 2018 (Employment, social security and social protection). To ensure that no unacceptable risks arise for you and others during repair visits, and to identify any reasonable adjustments required to deliver the service safely, we may need to process relevant health-related or other forms of sensitive personal information.

**As part of this process the following information may be obtained by RBH:** Personal details, contact details, next of kin or emergency contact information and any vulnerability or risk-related information.

**As part of this processing your personal data may be shared with:** Emergency out of hours call centre service provider, repair contractors or agents acting on behalf of RBH.

**Your personal information will then be kept on our records for:** 6 years after your RBH tenancy has ended

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)