

Last Updated: 16 November 2023

## MONEY MATTERS PRIVACY NOTICE

**The purpose RBH is processing your information is:** To allow RBH to provide support and advice with your benefits, bills and budgeting to help you sustain your tenancy.

**Our legal basis for doing this is that:** It is in RBH's legitimate interests and in the public interest.

**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:** Contact information, information about your household and your finances.

**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 last contact with the Money Matters service

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)