

COMPLAINTS PROCESSING PRIVACY NOTICE

The purpose RBH is processing your information is: to resolve your complaint.

Our legal basis for doing this is: that it is necessary for the purpose of our organisations legitimate interests.

We have a legitimate interest to do this because: handling complaints is an important part of providing good customer service.

As part of this process the following information may be obtained by RBH: Personal details, contact details, bank details, any information required to process your complaint including special category data.

To resolve complaints, RBH may share your data with: A chosen representative of yours. Local Councillors. A third party service provider. The RBH representative body and 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
By letter: DPO, RBH, Unique Enterprise Centre, Belfield Road, Rochdale, OL16 2UP
By Phone: [0800 027 7769](tel:08000277769)