

Last Updated: 23<sup>rd</sup> May 2024

## INCOME SERVICES PRIVACY NOTICE

**The purpose RBH is processing your information is:** To ensure the financial sustainability of your tenancy, including any other payments due to RBH.

**Our legal basis for doing this is:** For the performance of a contract.

**The additional legal basis for processing protected categories of personal information:** The legal basis relating to Health or Social Care where RBH has an obligation to assist customers with their financial sustainability.

**Your personal information will then be kept on our records for:** 6 years following the end of your tenancy.

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)