

## LETTINGS PROCESS PRIVACY NOTICE

**The purpose RBH may process your information is:** to provide the right home to the right person, prevent tenancy fraud and ensure sustainable tenancies.

**Our legal basis for doing this is:** that it is necessary for the performance of a contract and to comply with legal obligations.

**As part of this process the following information may be shared with us:** contact details, family members, education and skills, health and social care needs or government information, ethnicity, sexual orientation, background checks, criminal history, financial information.

**This personal information may have been given to us by, or may be shared with:** one or more partner agency who work alongside RBH in addressing tenancy fraud.

**Your personal information will then be kept on our records for:** Up to 6 Years from end of tenancy or if you are unsuccessful in gaining a tenancy we will delete the information following the review of your application.

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)