

Frequently asked questions

Who do I contact regarding updates on my case?

You will need to contact the reporting organisation you have selected for the case submitted. This information can be found within your case summary screen.

How can I get access to my recordings?

Your reporting organisation is your Data Controller; therefore, all data requests should be directed to this organisation. They will usually have a request form on their website.

If you do need assistance, please email us at support@rheglobal.com.

I want to share my case with a secondary organisation, how do I do this?

You will need to speak to your reporting organisation that you have submitted your case to, as they are the data controllers.

How do I receive updates on my case?

We would advise contacting the reporting organisation for updates on your case.

Why do I need to give permission to my GPS location?

We require this to allow your reporting organisation to establish any patterns relating to the locations of the submitted recordings.

You would need to request this from the reporting organisation to which you have submitted the data.

Can I delete individual recordings?

No, you are unable to delete the recordings once you have submitted your report. However, you can request for your reporting organisation to delete your case.

How do I view messages from the officer dealing with my case?

To view any messages from your investigating officer, please go to the 'Notifications' tab on the app and select the relevant case.

How can I delete my account?

You can contact the RHE Global Technical Team via email support@rheglobal.com, who will then arrange for your account to be deleted.

How can I apply to see the data I have submitted?

You would need to request this with the reporting organisation you have submitted the data to.