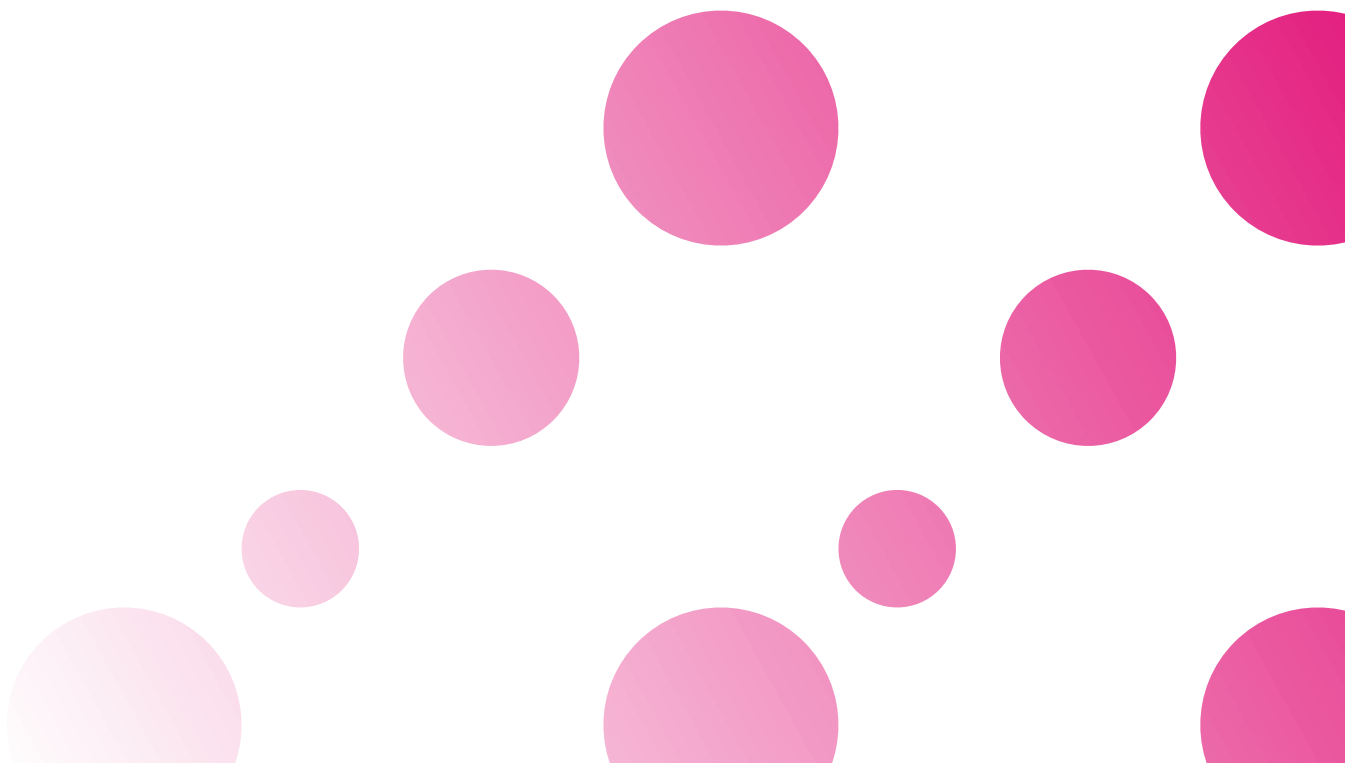




**Ross +
Liddell**

Since 1854

Privacy Policy



Introduction

Ross & Liddell ("we / us / our") control and operate this website ("Site"). We are committed to protecting the privacy of each user ("you / your") of our Site.

The following Privacy Policy, together with our Terms of Use and Cookie Policy, set out the bases upon which any data or information that you provide to us or which we collect from you on our Site may be processed and used by us.

By using our Site, you confirm that you accept our Privacy Policy. If you do not agree to our Privacy Policy, you must not use our Site.

Information Given By You

The "Contact Us" enquiry form found on our Site gives you the opportunity to supply us with information about you including your name, e-mail address, telephone number, type of enquiry and details of your request.

Should you choose to complete and send this form to us, we may use the information given by you:

- to contact you with information on our business, the services which we offer and, if we deem appropriate, to assist you with your enquiry; and
- for internal record keeping and internal audit purposes.

This information will be stored on our secure server and may be deleted, at our option, once we have received and processed the enquiry form.

You warrant that all information supplied by you is accurate, up to date and complete. If you believe that the information given by you is incorrect, incomplete or has changed in any way, please contact us as soon as possible using the contact details noted below.

Information Collected about You

Every time you visit our Site, information may automatically be collected about you. This may include technical information in respect of the Internet protocol (IP) address which you have used to connect your computer to the Internet, the browser type and version, time zone setting, browser plug-in types and versions, operating system and

platform used by you to use our Site. This may also include information about your visit, including information about the full Uniform Resource Locators (URL) clickstream to, through and from our Site (including date and time), page response times, download errors, length of visits to certain pages, and methods used to browse away from a webpage.

Such information may then be used by us:

- to administer our Site and for internal operations, including for troubleshooting, data analysis, testing, research and statistical purposes;
- to improve our Site and ensure that the content on it is presented in the most effective manner;
- as part of our efforts to keep our Site safe and secure; and
- for internal record keeping and internal audit purposes.

We may share such information collected about you with selected third parties who deal with the operation, optimisation and improvement of our Site.

This may include:

- a contractor / sub-contractor / business appointed by us to deal with the design, running, operation and maintenance of our Site; and
- an analytics and search engine provider, such as Google, who provide support to improve and optimise our Site.

Cookies

Our Site uses cookies to distinguish you from other users of our Site. For detailed information on the cookies we use and the purposes for which we use them, please see our Cookie Policy.

Disclosure of Information

Except where stated otherwise, we will not sell, distribute, lease or otherwise make your information available to third parties in any way whatsoever unless we:

- have your permission to do so;
- are required by law to do so; or
- are doing so to enforce our Terms of Use.

Security

Unfortunately, the transmission of information via the internet is not completely secure. We will, however, take reasonable and appropriate technical measures to prevent unauthorised access to or disclosure of your information.

Your transmission of any information on or through our Site is, however, completely at your own risk. As such, we shall have no liability for disclosure of any of your information which arises due to an error in transmission or the fraudulent or negligent or other illegal acts of a third party, for example hacking.

For the avoidance of doubt, we will not transfer your information to a country outside the European Economic Area without your prior consent and without our having assessed whether your information will be adequately protected in such country.

Links

Where our Site contains links to other websites and / or resources provided by third parties, please note that we do not have any control over the contents of such websites or resources. These websites and resources will not be covered by this Privacy Policy and different terms will apply. We are not responsible or liable for any direct, indirect or consequential loss or damage which you or any other party may suffer should you provide any information whilst visiting these websites or resources.

Access to Information

You can request details of the information which we hold about you under the General Data Protection Regulation. Please contact us using the contact details noted below to request such details.

Remove Information

Should you wish us to remove any information held by us about you then please contact us using the contact details noted below.

Changes to Our Privacy Policy

We reserve the right to make changes to this Privacy Policy at any time. Any such changes will be posted on this webpage. Please check this webpage frequently to ensure that you are happy with any such changes. You will be bound by terms contained in the Privacy Policy which is in force at the time when you visit our Site.

Contact Us

You can contact us in any of the following ways:

Mail: 60 St Enoch Square, Glasgow, G1 4AW

Telephone: 0141 221 9266

Online: Enquiry Form



Ross + Liddell

Since 1854

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Registered No: SC097770

Property Factor Registration No: 000196

The content of this document will be reviewed periodically and updated as we consider it appropriate.
The current document will always be available from our website ross-liddell.com alternatively,
a hard copy can be provided on request.