Cookie Policy

Company: Moffatt & Scott Holdings Limited Company No. 16540481
Trading Name: Moffatt Scott
Website: www.moffattscott.com
Statement Date: 4 September 2025
Last Reviewed: 5 August 2026

What Are Cookies?

Cookies are small text files that are stored on your computer, tablet, or mobile device when you visit a website. They help websites remember information about your visit, such as your preferred language and other settings. This can make your next visit easier and the site more useful to you.

How We Use Cookies

We use cookies on our website (www.moffattscott.com) to:
- Improve User Experience: Remember your preferences and settings
- Analyze Website Performance: Understand how visitors use our site
- Ensure Security: Protect against fraudulent activity
- Provide Relevant Content: Deliver content tailored to your interests
- Comply with Legal Requirements: Meet RICS and regulatory standards

Types Of Cookies We Use

1. Essential Cookies (Required)
Purpose: These cookies are necessary for the website to function properly and cannot be switched off.

What they do:
- Enable basic website functionality
- Remember your privacy preferences
- Maintain security during your session
- Process contact form submissions

Examples:
- Session identifiers for secure browsing
- Form completion and submission tracking
- Website security and fraud prevention

Legal Basis: Legitimate interest (essential for website operation)

2. Analytics Cookies (Optional)
Purpose: Help us understand how visitors interact with our website.

What they collect:
- Pages visited and time spent on site
- How you arrived at our website
- Device and browser information
- Geographic location (general area only)

What we learn:
- Which services are most popular
- How to improve website navigation
- Technical issues that need fixing
- Content that resonates with visitor
Providers we use:
- Google Analytics: Website traffic and user behavior
- Microsoft Clarity: User session recordings and heatmaps

Legal Basis: Your consent (you can opt out anytime)

3. Functional Cookies (Optional)
Purpose: Enhance your experience by remembering your choices.

What they remember:
- Language preferences
- Font size adjustments
- Accessibility settings
- Contact preferences

Legal Basis: Your consent

Third-Party Cookies

Some cookies are set by third-party services that appear on our website:

Google Services:
- Google Analytics: Website performance tracking
- Google Maps: Interactive maps for our office location
- Google Fonts: Website typography

Social Media Platforms:
- LinkedIn: Professional networking integration (if applicable)
- Twitter/X: Social media sharing (if applicable)

Professional Tools:
- Cloudflare: Website hosting and content delivery
- CRM Systems: Client relationship management (to be completed if applicable)
- Live Chat: Customer support functionality (to be completed if applicable)
- Form Processors: Contact form handling

Cookie Management

Your Cookie Choices:

Browser Settings:
You can control cookies through your browser settings:

Chrome:
1. Settings → Privacy and Security → Cookies and other site data
2. Choose your preferred cookie settings

Firefox:
1. Settings → Privacy & Security → Cookies and Site Data
2. Manage your cookie preferences

Safari:
1. Preferences → Privacy → Manage Website Data
2. Control cookie storage and removal

Edge:
1. Settings → Cookies and site permissions → Cookies and site data
2. Configure cookie handling

Our Cookie Banner:
When you first visit our website, you'll see a cookie consent banner where you can:
- Accept All Cookies: Enable essential and analytics cookies
- Essential Only: Only allow necessary cookies for functionality
- Learn More: Access this full Cookie Policy

Changing Your Mind:
You can change your cookie preferences at any time by:
- Cookie Settings Link: Available in our website footer
- Browser Settings: Modify your browser's cookie preferences
- Contact Us: Email info@moffattscott.com for assistance

Specific Cookie Details

Essential Cookies We Use:

Cookie Name	Purpose	Duration	Provider
session_id	Maintain secure browsing session	Session only	Moffatt Scott
privacy_preferences	Remember your cookie choices	1 year	Moffatt Scott
security_token	Prevent cross-site request forgery	Session only	Moffatt Scott

Analytics Cookies We Use:

Cookie Name	Purpose	Duration	Provider
_ga	Distinguish unique users	2 years	Google Analytics
_ga_*	Store session state	2 years	Google Analytics
_gid	Distinguish users	24 hours	Google Analytics
_clck	Store session data	1 year	Microsoft Clarity
_clsk	Connect multiple page views	1 day	Microsoft Clarity

Impact Of Rejecting Cookies

If You Reject All Cookies:
✓ The website will still function
✓ You can browse and access information
✓ Contact forms will work
✗ We cannot remember your preferences
✗ Some interactive features may not work
✗ Website performance may be slower

If You Accept Only Essential Cookies:
✓ Full website functionality
✓ Secure browsing experience
✓ Form submissions work properly
✗ We cannot analyze website performance to improve services
✗ Limited ability to understand user needs and preferences

Professional And Legal Compliance

RICS Requirements:

As a RICS-regulated firm, we ensure our cookie usage complies with:
- Professional standards for client confidentiality
- Data protection requirements for property professionals
- Regulatory compliance monitoring

Legal Compliance:
Our cookie usage follows:
- UK GDPR and Data Protection Act 2018
- Privacy and Electronic Communications Regulations (PECR)
- ICO Cookie Guidance
- Professional body requirements

Contact Information

Questions About Cookies:
If you have questions about our use of cookies, please contact us:

Moffatt Scott
Suite 3, 14 Castle Street
Liverpool L2 0NE

Phone: 0151 5599600
Email: info@moffattscott.com
Website: www.moffattscott.com
Company: Moffatt & Scott Holdings Limited Company No. 16540481

RICS Firm Registration: 910890
Regulated by: Royal Institution of Chartered Surveyors

This Cookie Policy complies with UK GDPR, PECR, and RICS professional requirements.