Privacy 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

1. Who We Are

Moffatt & Scott Holdings Limited t/a Moffatt Scott is a property consultancy regulated by the Royal Institution of Chartered Surveyors (RICS).
Contact Details:
- Address: Suite 3, 14 Castle Street, Liverpool L2 0NE
- Phone: 0151 5599600
- Email: info@moffattscott.com
- Website: www.moffattscott.com
- RICS Registration: 910890

Data Protection Contact: For any privacy-related queries, contact us using the details above.

2. Information We Collect

Personal Information You Provide:

- Contact Details: Name, address, phone number, email address
- Property Information: Property addresses, ownership details, survey requirements
- Financial Information: Payment details, billing addresses (processed securely)
- Communication Records: Emails, phone calls, letters, and meeting notes
- Professional Requirements: Information needed for surveys, valuations, and consultancy services

Information We Collect Automatically:

- Website Usage: IP address, browser type, pages visited, time spent on site
- Cookies: We use cookies to improve your website experience (see Cookie Policy)
- Communication Data: Email open rates, response tracking for service communications

Information from Third Parties:
- Property Records: From Land Registry, local authorities, and other official sources
- Professional Networks: Information shared by other professionals with your consent
- Credit Agencies: For commercial clients where credit checks are required

3. How We Use Your Information

Service Delivery:

- Providing property consultancy services
- Communicating about your instructions and delivering reports
- Managing appointments and site visits
- Processing payments and maintaining financial records

Legal and Professional Obligations:

- Complying with RICS professional standards and regulations
- Meeting legal requirements for property professionals
- Maintaining professional indemnity insurance records
- Handling complaints and regulatory matters

Marketing Communications:
As an existing client of Moffatt Scott, you may receive periodic marketing communications about similar property consultancy services. You have the right to opt out of these communications at any time by:
- Replying to the email with ‘unsubscribe’
- Clicking the unsubscribe link at the bottom of our emails
- Contacting us at info@moffattscott.com or 0151 5599600

For new contacts who are not existing clients, we will only send marketing communications after obtaining your explicit prior consent.

Business Operations:

- Maintaining client records and case management
- Quality assurance and service improvement
- Professional development and training
- Marketing our services (with your consent)

Legal Basis for Processing:

- Contract Performance: Delivering the services you've requested
- Legal Obligation: Complying with professional and legal requirements
- Legitimate Interests: Business operations and service improvement
- Consent: Marketing communications (where you've opted in)

4. Information Sharing

We May Share Your Information With:

Professional Service Providers:

- Other chartered surveyors and property professionals
- Legal advisors and barristers
- Insurance companies and loss adjusters
- Expert witnesses and specialist consultants

Third-Party Processors:

- IT service providers and cloud storage companies
- Payment processors and financial institutions
- Document management and archiving services
- Professional indemnity insurers

Regulatory and Legal Requirements:

- RICS for compliance monitoring and investigations
- Courts and legal authorities when required by law
- Government agencies and local authorities
- Law enforcement when legally required

Business Transfers:

- In the event of business sale, merger, or acquisition
- Professional indemnity insurance run-off arrangements

We Do Not:

- Sell your personal information to third parties
- Share information for marketing purposes
- Transfer data outside the UK/EEA without adequate protection

5. Data Security

Security Measures:

- Encryption: All sensitive data is encrypted in transit and at rest
- Access Controls: Strict access controls and authentication procedures
- Regular Backups: Secure backup systems with tested recovery procedures
- Staff Training: Regular data protection training for all team members
- Secure Communications: Encrypted email and secure client portals

Physical Security:

- Locked filing systems for paper documents
- Secure office premises with controlled access
- Clean desk policy and secure disposal procedures

6. Data Retention

How Long We Keep Your Information:

Active Client Files:

- Client Communications: Duration of relationship + 7 years
- Financial Records: 7 years (legal requirement)

Inactive/Former Clients:

- General Correspondence: 7 years after last contact
- Marketing Preferences: Until you opt out or 7 years of inactivity

Legal and Regulatory:

- Complaints Records: 7 years after resolution
- Professional Indemnity Claims: Life of policy + 7 years
- Regulatory Matters: As required by RICS

Secure Disposal:

When retention periods expire, we securely delete digital records and shred paper documents using certified disposal services.

7. Your Rights

Under UK GDPR, You Have the Right To:

Access and Information:

- Right of Access: Request copies of your personal information
- Right to Information: Understand how we process your data

Correction and Deletion:

- Right to Rectification: Correct inaccurate information
- Right to Erasure: Request deletion (subject to professional obligations)

Control and Objection:

- Right to Object: Object to processing for direct marketing
- Right to Restrict: Limit how we process your information
- Right to Portability: Receive your data in a portable format

Automated Decision Making:

- Right to Review: Challenge automated decisions (where applicable)

How to Exercise Your Rights:

Contact us using the details at the top of this policy. We will respond within one month of receiving your request.

Important Note:
Some rights may be limited by our professional obligations as RICS-regulated surveyors, legal requirements, and legitimate business interests.

8. Complaints And Regulatory Oversight

Making a Complaint:

If you're concerned about how we handle your personal information:
1. Contact Us First: complaints@moffattscott.com or 0151 5599600
2. Information Commissioner's Office (ICO): www.ico.org.uk | 0303 123 1113
3. RICS Regulation: For professional conduct issues related to data handling
Our Response:
We take privacy complaints seriously and will investigate thoroughly, responding within 28 days.

9. Changes To This Policy

Updates:
We may update this privacy policy to reflect:
- Changes in law or regulation
- New services or business practices
- Feedback from regulators or clients

Notification:
We will notify you of significant changes by:
- Email notification to existing clients
- Website notice for 30 days
- Updated "Last Modified" date

10. Professional And Legal Framework

Regulatory Compliance:

As a RICS-regulated firm, our data processing is subject to:

- RICS Rules of Conduct: Professional standards for client confidentiality
- UK GDPR and Data Protection Act 2018: Legal requirements for data protection
- Professional Indemnity Insurance: Coverage available on request - covers data protection claims

Confidentiality:
We maintain strict professional confidentiality in accordance with surveying professional standards, which may extend beyond general data protection requirements.

Contact Information:

For any questions about this privacy policy or how we handle your personal information, please contact:

Moffatt Scott
Suite 3, 14 Castle Street
Liverpool L2 0NE
Phone: 0151 5599600
Email: info@moffattscott.com
RICS Registration: 910890
Company: Moffatt & Scott Holdings Limited

This privacy policy complies with UK GDPR, Data Protection Act 2018, Privacy and Electronic Communications Regulations (PECR), and RICS professional requirements for client confidentiality.