

PRIVACY STATEMENT

This is the privacy statement of **Ross Lornie & Co Ltd**

Ross Lornie & Co Ltd is a Limited Liability Company registered in Scotland, having its registered office at Suite 8, 2 Commercial Street, Edinburgh EH6 6JA.

This privacy statement explains how we collect and use personal information about you.

What personal information we collect

We may collect the following information about you:

- name and job title,
- contact information including email address,
- demographic information such as your address, postcode, preferences and interests,
- Information about how you use our website, products and services
- Details about payments to and from you and other details about services you purchase from us
- Information obtained by providing our services to you
- What we learn about you from letters, emails and conversations between us

Where we collect personal information from

- Directly from you
- Credit reference agencies and fraud prevention agencies
- Publicly available resources, such as Companies House and Registers of Scotland
- Information we gathered via meetings and functions.

How we use your personal information

- Allow us to deliver the professional services that we have agreed to provide
- Provide you with a quote for our services
- Maintain records
- Communication by post, email or telephone
- Assist with queries you may have raised with one of our staff members, partners or affiliates
- Manage claims or complaints relating the services we have provided
- Facilitate internal and external auditing purposes
- Process financial transactions
- Verify identity where this is required
- Understand your needs and how they may be met
- Prevent and detect crime, fraud or corruption
- Run our business in an efficient and proper way. This includes managing financial administration, business capability, planning, communications, corporate governance and audit
- For corporate activity, such as a sale, transfer, merger or re-organisation of our business
- For marketing and business development activities, including seeking new business, promoting our business and events management
- Improve our services
- Analyse cookie and website usage data to keep improving our website and search functionality
- Allow us to customise the content of marketing material which is presented to you based on your likely interests
- Comply with applicable laws where we are obliged to retain and/or disclose certain information
- Periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided
- Contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise our website according to your interests

Who we share your personal information with

At times it is necessary for us to share your information with third parties. We only share your information with third parties who we are satisfied will handle your data securely and appropriately.

For the provision of professional services we may share data with:

- Regulators and statutory bodies .
- Software providers who facilitate the operation of our systems (such as Landmark Information Group Ltd),
- Organisations in relation to claims (Professional Negligence Insurance brokers and insurers, lawyers, Ombudsman),
- Debt recovery service providers (Lawyers, Sheriff's officers, Debt recovery agencies, Tracing agents),
- Anti-money laundering service providers
- The police and other law enforcement agencies
- Public information resources, such as Companies House and Registers of Scotland
- Credit reference agencies and fraud prevention agencies
- Counterparties to any transaction
- Other professional advisors and agents engaged by you
- Potential or actual purchasers of any part of our business or assets, or other third parties in the context of a possible transfer or restructuring of our business

How long we retain your personal information

We will retain client files (and your personal information within them) for as long as required by law and for legal claims purposes. If you wish to know how long we may hold your particular personal information as a record of a particular matter then please e-mail ross@lornies.co.uk .

Using our website

When you use our website we may collect the following information about you:

- name and job title,
- contact information including email address,
- demographic information such as your address, postcode, preferences and interests,
- other information relevant to customer surveys and/or offers
- information about how you use our website, products and services

We use the information we collect from you for the following purposes:

- To provide you with information you may ask for
- To manage our relationship with you which will include notifying you about changes to our privacy policy and our website terms and conditions
- To use data analytics to improve our website, products/services, marketing, customer relationships and experiences

Automated decisions

We do not envisage taking any decisions about you based solely on automated processing (i.e. without human involvement), which have a legal or similarly significant effect on you.

If you choose not to give your personal information

Where we need to collect personal information from you to meet our legal obligations – for example to carry out anti-money laundering checks – or under the terms of a contract we have with you and you fail to provide that data when requested, it may delay or prevent us from being able to perform the contract we have entered into with you and/or comply with our own legal obligations. In some cases, we may be unable to act for you or may have to withdraw from acting.

Your rights

Access to your information – You have the right to request a copy of the personal information about you that we hold.

Correcting your information – We want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information about you that you believe does not meet these standards.

Deletion of your information – You have the right to ask us to delete personal information about you where:

- You consider that we no longer require the information for the purposes for which it was obtained.
- We are using that information with your consent and you have withdrawn your consent – see [Withdrawing consent to using your information](#) below.
- You have validly objected to our use of your personal information – see [Objecting to how we may use your information](#) below.
- Our use of your personal information is contrary to law or our other legal obligations.

Objecting to how we may use your information – You have the right at any time to require us to stop using your personal information for direct marketing purposes. In addition, where we use your personal information to perform tasks carried out in the public interest then, if you ask us to, we will stop using that personal information unless there are overriding legitimate grounds to continue.

Restricting how we may use your information – In some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information about you that we hold or assessing the validity of any objection you have made to our use of your information. The right might also apply where this is no longer a basis for using your personal information but you don't want us to delete the data. Where this right is validly exercised, we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Transfer – if we process personal information that you provide to us on the basis of consent or because it is necessary for the performance of a contract to which you are party, and in either case that processing is carried out by automated means, then you have the right to have that personal information transmitted to you in a machine readable format. Where technically feasible, you also have the right to have that personal information transmitted directly to another controller.

Withdrawing consent using your information – Where we use your personal information with your consent you may withdraw that consent at any time and we will stop using your personal information for the purpose(s) for which consent was given.

Please contact us in any of the ways set out in the [Contact information and further advice](#) section if you wish to exercise any of these rights.

Changes to our privacy statement

We keep this privacy statement under regular review and will place any updates on this website. Paper copies of the privacy statement may also be obtained from **Ross Lornie & Co Ltd** Suite 8, 2 Commercial Street, Edinburgh EH6 6JA

This privacy statement was last updated on 14 May 2018.

Contact information and further advice

If you have any questions that are not covered in this Privacy Notice please contact us at: ross@lornies.co.uk or by writing to Privacy Officer, **Ross Lornie & Co Ltd** Suite 8, 2 Commercial Street, Edinburgh EH6 6JA

Complaints

We seek to resolve directly all complaints about how we handle personal information but you also have the right to lodge a complaint with the Information Commissioner's Office, whose contact details are as follows:

Information Commissioner's, Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF