

Website Terms of Use and Privacy Policy

Website Terms of Use

Fleetwood & Robb is a partnership under the law of Scotland and is regulated by the Law Society of Scotland. Our place of business is 11 Queensgate, Inverness IV1 1DF.

Fleetwood & Robb is not responsible for the availability or content of any third party websites that are linked from this website.

Website Privacy Notice

1. Introduction

Fleetwood & Robb want to be open and clear about the use of information you provide us. Please be assured that we are committed to protecting and respecting your privacy. For the purposes of Data Protection legislation, Fleetwood & Robb is a Data Controller, so we are required to provide you with this information.

2. Pre-contract Information

If you choose to enquire about our services via this website we will collect the initial information provided to determine if we are able to assist. We will only use that information to confirm whether or not we are able to assist and to provide you with a response to your enquiry. If agreement is reached whereby Fleetwood & Robb agree to carry out work or services for you, we will provide you with Terms of Business and a detailed statement of the information we require from you and its use and retention at the point you instruct us to carry out the work or services. The information that you have provided us already will be used and stored in accordance with that detailed statement.

Otherwise (and subject to your rights as set out in this notice) we will retain the information that you have provided us with for a period of one year and it will then be deleted.

3. Access to Brochures and Arranging Viewings

If you contact our Property Department to request a schedule, a Home Report or to arrange a viewing of one of our properties advertised we will take information from you including your name, address and contact details so as to facilitate that enquiry and, if necessary, viewing. We may pass that information on to our clients or those contracted by us to arrange the viewing. We may also use the information to contact you following on the viewing to ask for feedback from you about the viewing and for your intentions. Subject to your rights in this notice, we will retain the information whilst we are involved in marketing the property and then delete it.

The legal basis for collection of this information are our (and our clients') legitimate interests. We may not be able to provide you with online access to brochures, Home Reports or to arrange a viewing for you without this information.

If you wish, we will also retain the contact details you have given our Property Department to allow us to advise you of other similar properties we are marketing. It is your choice whether we retain your contact information for this purpose and we will only do so if you authorise us to. The legal basis for this will be your consent. The information will be retained for a period of six months and then deleted.

4. **Cookies and Social Media**

Our website does not use cookies and nor does the firm use social media.

5. **Your Rights**

Under the law you have certain rights in respect of the processing of information which may vary dependent on the legal basis for collection of the information and the uses made of that information. These include (but are not exhaustive) the information we hold about you, ask us not to use any of the information we collect, a right to rectify any incorrect information, a right to object to certain types of processing and a right to be forgotten.

If you have concerns regarding our processing of your personal data please initially contact our partner John Robb, Fleetwood & Robb, 11 Queensgate, Inverness IV1 1DF on 01463 226232 or email mail@fleetwoodandrobb.co.uk.

If you are not satisfied that we have addressed any concerns you have the right to lodge a complaint with the Information Commissioner's Office who can be contacted at 45 Melville Street, Edinburgh EH3 7HL on telephone number 0303 123 1115. Our ICO registration number is Z9609470.