

**Cockburn & Co., Solicitors, Burngill Place, Main Street, Bridge of Weir
PA11 3PF
Tel: 01505 690500 Fax: 01505 690235 Email: admin@cockburnandco.com**

PRIVACY POLICY

This privacy policy explains the way in which we use personal information which you have provided to us when you instruct us to act as your Solicitors or use our services in any matter.

Cockburn & Co., will be a “controller” of this personal information.

CONFIDENTIALITY

Your personal data held by us will only be disclosed where reasonable and necessary to carry out the work you have instructed us to do or if we are legally required to do so.

COLLECTION OF INFORMATION

When you first contact us or engage our services we collect information about you. You may provide information we request or you may provide it voluntarily. We will hold some or all of the following personal information about you in our files, in our practice management system and on our client database: name and address; date of birth; contact telephone number(s); email address(es); National Insurance Number; financial information we require in connection with your transaction. We may also obtain additional personal information to enable us to properly provide our services. (On our website, we may collect usage information using cookies)

USE OF INFORMATION

When you are a client of Cockburn & Co. or engage our services we will collect, store and use your personal information during the course of our Solicitor/Client relationship. We require to collect our client(s) personal information so that we can represent them in the matter on which we have been instructed. This is for contractual purposes. If during the course of a transaction we require additional personal information from you this will be collected, stored and used in accordance with this privacy notice. We are also under a legal obligation to process personal information relating to our client(s) to enable us to comply with our obligations under The Law Society of Scotland Rules, Money Laundering Regulations and Proceeds of Crime Act 2002 and other legal obligations. Because of these obligations we may be required to share your personal information with statutory or regulatory authorities and organisations e.g. The Law Society of Scotland or HMRC. During the course of our work for you we may

also require to employ third parties to provide other services which may include employing Surveyors, professional Searchers and other professional advisors. These suppliers will process your personal data on our behalf as “processors” and under our instructions. While we have a Solicitor/Client relationship with you this will be evidence that you consent to our using your personal information for these purposes.

We may also need your personal information for legitimate purposes to promote our services and manage our relationship with you. When we use your personal information for our legitimate purposes you have the right to object and can do this by contacting us as above.

COPY OF YOUR PERSONAL INFORMATION

You can request details of the personal information which Cockburn & Co. hold about you by contacting us using the contact details given above. You may ask us at any time to correct any information which you think is inaccurate. You may ask us to remove or stop using your personal information at any time unless there is a legal or contractual need for us to keep your data.

OWNERSHIP & DESTRUCTION OF FILES

When the matter on which you instructed us has been completed we will return at your request any documents belonging to you. All other correspondence, papers and documents will remain in our ownership and by instructing us to carry out work on your behalf you consent to the destruction of your files and data without further reference to you five years after that work is completed except in respect of the following:-

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| Purchase or lease of property | - | 10 years after completion |
| Matrimonial or family actions | - | These will be retained as long as any financial provisions are in force or Children are under 16 |
| Civil Court Actions | - | 10 years |
| Executries & Trusts | - | 10 years after the Estate or Trust has been wound up |

All files and data will be securely destroyed

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| Any deeds of documents which we hold on your behalf such as Title Deeds, Wills, Powers of Attorney | - | Will be retained in our Deeds Storage facility within our Office premises on your behalf |
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CONTACT US

Please contact us if you have any questions about our Privacy Policy or information we hold about you.

HOW TO COMPLAIN

You have the right to complain to the Information Commissioner's Office about anything relating to the processing of your personal information by us. You can contact the ICO via its website at www.ico.org.uk or at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.