

# Cookie Policy

Company: Moffatt & Scott Holdings Limited Company No. 16540481  
Trading Name: Moffatt Scott  
Website: [www.moffattscott.com](http://www.moffattscott.com)  
Statement Date: 4<sup>th</sup> September 2025  
Last Reviewed: 4<sup>th</sup> September 2025

## 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](http://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](mailto: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
_clk	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](mailto:info@moffattscott.com)

Website: [www.moffattscott.com](http://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.