

# Privacy Policy for The Lomond Agency Ltd (Trading as The Murray Agency)

At The Murray Agency, we are committed to protecting the privacy and security of the personal information we collect from our website visitors and customers. This privacy policy explains how we collect, use, and protect your personal information when you use our website.

## Information We Collect

We collect personal information from you when you use our website, email, or phone to request information about new properties, a callback, or a free valuation of your home.

## How We Use Your Information

We use your personal information to provide services to you, such as responding to your enquiries and keeping you informed about new properties that may be of interest to you.

## How We Collect Your Information

We collect your personal information through our website, email, and phone, as well as through third-party providers such as Rightmove and Zoopla, who forward on details of enquiries.

## How We Protect Your Information

We take reasonable steps to protect the personal information we collect from our website visitors and customers, including using industry-standard encryption, firewalls, and other security measures.

## How Long We Keep Your Information

We will only keep your personal information for as long as necessary to provide our services or as required by law.

## Sharing Your Information

We do not share your personal information with any third parties.

## Your Rights

You have the right to access, correct, or delete your personal information at any time. You can also request to be unsubscribed from our communications by contacting [enquiries@themurrayagency.co.uk](mailto:enquiries@themurrayagency.co.uk).

## Contact Us

If you have any questions or concerns about our privacy policy or the handling of your personal information, please contact us at the following address:

The Murray Agency, 144 Main St, Alexandria, G83 0NZ, UK