

Privacy & data protection statement....

Please read this page if want to know more about privacy & data protection.

We respect your privacy! Any information you provide is confidential.

RG Solicitors has created this privacy statement in order to demonstrate our firm commitment to privacy. The following discloses our information gathering and dissemination practices for this web site. Any and all information collected at this site will be kept strictly confidential and will not be sold, reused, rented, loaned, or otherwise disclosed to any undisclosed third party. Any information you give to RG Solicitors will be held with the utmost care, and will not be used in ways that you have not consented to.

A more detailed explanation of our policy and about how we safeguard your personal information is shown below.

Preservation Of Rights

If you breach these Terms and the Company chooses to ignore this, the Company will still be entitled to use its rights and remedies at a later date or in any other situation where you breach these Terms.

Third Party Rights

A person who is not a party to this contract has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this contract but this does not affect any right or remedy of a third party that exists or is available apart from that Act.

Entire Agreement

These Terms, your Written Confirmation of Order, the Terms of Use of our Website and our Privacy & Data Protection Policy, set out the whole of our agreement relating to the supply of your HIP to you by us. Nothing said by any sales person on our behalf or an intermediary should be understood as (a) a variation of (i) these Terms, (ii) the terms upon which the content of your HIP is made available to you by each separate content provider, or (iii) the terms of the deferred credit scheme or (b) as an authorised representation about the nature and quality of the service we provide. Save for fraud or fraudulent misrepresentation by this Company, we shall have no liability for any such representation being untrue or misleading.

Governing Law

The contract between us shall be governed by and interpreted in accordance with English law and the English courts shall have jurisdiction to resolve any disputes between us.

Privacy & Data Protection Policy

RG Solicitors Ltd is committed to ensuring that your privacy is protected. This Privacy & Data Protection Policy explains how we use the information we collect about you, how you can instruct us if you prefer to limit the use of that information and procedures that we have in place to safeguard your privacy.

The Information We Collect And How We Use It

The payments we take are in pounds sterling. We only trade in the UK.

When you place (or a person on your behalf places) an order to purchase a Home Information Pack we need to know your name, contact details, information about the relevant property to help us assemble your Home Information Pack and payment details.

We gather this information to allow us to process your order. The relevant information is then used by us, our agents and sub-contractors (including, without limitation, your Home Information Pack content providers) to produce the contents of your Home Information Pack and communicate with you on any matter relating to your order.

To make sure we follow your instructions correctly and to improve our service to you through training of our staff, we may monitor or record communications.

We may also use aggregate information and statistics for the purposes of monitoring usage of our websites in order to help us develop each website and our services and may provide such aggregate information to third parties. These statistics will not include information that can be used to identify any individual.

From time to time we may provide your information to our customer service agencies for research and analysis purposes so that we can monitor and improve the services we provide. We or our agents and sub-contractors may contact you by post, e-mail, fax, SMS or telephone to ask you for your feedback and comments on our service. If you would rather not be contacted, please notify us using the contact details set out below most convenient to you.

We and our group companies may also wish to provide you with information by post, e-mail, fax, SMS or telephone about other services or products we think may be of interest to you. If you would rather not receive this information, please notify us using the contact details set out below most convenient to you.

We may also want to provide you by post, e-mail, fax, SMS or telephone with related information from third parties we think

may be of interest to you. If you would rather not receive this information, please notify us using the contact details set out below most convenient to you.

We may also provide your information to carefully selected third parties whose products or services we believe may be of interest to you. If you do not wish us to disclose your information in this way, please notify us using the contact details set out below most convenient to you.

If you give us information about another person, you confirm that the other person has appointed you to act on his/her behalf and has agreed that you can give consent on his/her behalf to the processing of his/her personal data.

If your lawyer does not progress your file through to completion, you are only charged our file opening fee. The file opening fee is non-refundable but is transferable.

Our Use Of Cookies And Other Information Gathering Technologies

Our websites use cookies. These cookies do not contain personal information about you but if you would like to disable the cookie function please adjust your browser accordingly. For further information about our use of cookies, please contact us using the contact details set out below.

How We Protect Your Information (if your order is made on the internet)

The internet is not a secure medium. However we have put in place various security procedures as set out in this Policy.

We also keep your information confidential. Our internal procedures cover the storage, access and disclosure of your information.

Sale Of Business

If this business is sold or integrated with another business your details may be disclosed to our advisers and any prospective purchasers and their advisers and will be passed on to the new owners of the business.

Reviewing Or Updating Your Details

If you would like to review or change the details you have supplied to us, please let us know by contacting us using the contact details set out below most convenient to you.

Your Consent

By submitting or permitting the submission of your information you consent to the use of that information as set out in this Policy. If we change our Privacy & Data Protection Policy we will post the changes on our websites, so that you may be aware of the information we collect and how we use it at all times. Continued use of our service will signify that you agree to any such changes.

Removal from list

This site gives users the following option to remove their information from the registration list and to not receive future communications from the RG Solicitors.

You can send an email to webmaster@rgsolicitors.co.uk
The subject line should contain only one word: REMOVE

Legal Ombudsman

If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman by phone on 0300 555 0333, by email at enquiries@legalombudsman.org.uk, by post at PO Box 6806 Wolverhampton WV1 9WJ. Website www.legalombudsman.org.uk, to consider the complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within a year of the act or omission about which you are complaining occurring (or you becoming aware of it).

EU Online Dispute Resolution

The Online Dispute Resolution website is an official website managed by the European Commission dedicated to helping consumers and traders resolve their disputes out-of-court. Website <https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.chooseLanguage>