

Privacy Policy

Last Updated: 11 February 2026

1. Introduction

PTcourse.co.uk (“we”, “us”, “our”) respects your privacy and is committed to protecting your personal data.

This Privacy Policy explains how we collect, use, store, and protect your information when you:

- Visit our website
- Submit a form
- Book an appointment
- Register your interest
- Opt in to SMS or email communications

By using our website or providing your information, you agree to the practices described in this Privacy Policy.

2. Information We Collect

We collect only the information necessary to operate our services lawfully and effectively.

Personal Contact Information

We may collect:

- Full name
- Email address
- Mobile phone number
- Postal address (where provided)

This information is collected when you complete website forms, book appointments, request information, or otherwise engage with us.

Communication Consent Records

Where you opt in to SMS or email communications, we maintain records of:

- Date and time of opt-in
- Method of opt-in (e.g. website form)

- Consent language agreed to
- Opt-out activity

These records are retained for compliance purposes.

Website Usage Information

We may collect limited technical data including:

- IP address
- Browser type
- Pages visited
- Interaction data

This data is collected through cookies and analytics tools to improve website performance.

Appointment and Service Data

If you book an appointment or engage with our services, we may collect booking details and relevant communication history.

3. How We Use Your Information

We use your information to:

- Respond to enquiries
- Provide requested services
- Send appointment confirmations and reminders
- Send SMS messages you have explicitly opted in to receive
- Send email communications you have consented to
- Maintain consent and compliance records
- Improve website and service performance
- Protect our systems and prevent fraud

We do not use your personal data for undisclosed or unlawful purposes.

4. SMS Communications (A2P Compliance)

Consent

SMS messages are sent only where you have provided clear, affirmative consent. Consent is not a condition of purchase.

Message Types

Messages may include:

- Appointment reminders
- Service updates
- Follow-up communications
- Limited marketing messages (if separately consented to)

Message Frequency

Message frequency varies depending on your interaction with us but will remain reasonable.

Charges

Message and data rates may apply depending on your mobile provider.

Opt-Out

You may opt out at any time by replying:

STOP

You will receive confirmation and will no longer receive SMS communications unless you opt in again.

For assistance, reply:

HELP

or contact us at mark@ptcourse.co.uk.

5. Cookies and Tracking Technologies

We use cookies and similar technologies to:

- Improve functionality
- Analyse website usage
- Measure marketing performance

You may control cookies through your browser settings. Disabling cookies may affect site performance.

6. How We Share Information

We do not sell personal information.

We do not share mobile numbers, SMS opt-in data, or consent records with third parties or affiliates for marketing purposes.

Information may be shared only in the following circumstances:

Service Providers

We may share information with trusted providers supporting:

- SMS delivery platforms
- Email systems
- Booking systems
- Analytics tools
- CRM systems

These providers are required to protect your information and use it only to deliver services on our behalf.

Legal Requirements

We may disclose information where required by law or to protect our legal rights.

Business Transfers

If PTcourse.co.uk undergoes a merger, acquisition, or restructuring, personal data may transfer as part of that transaction. Any successor must honour this Privacy Policy.

SMS Data Protection Statement

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes.

Text messaging originator opt-in data and consent will not be shared with any third parties.

7. Data Security

We implement appropriate administrative and technical safeguards to protect personal data. However, no electronic transmission or storage method can be guaranteed to be completely secure.

8. Data Retention

We retain personal data only as long as necessary to:

- Provide services
- Maintain compliance records
- Resolve disputes
- Meet legal obligations

SMS consent records are retained in line with regulatory requirements.

9. Children's Privacy

Our services are not directed at individuals under 13 years of age, and we do not knowingly collect personal data from children.

10. Your Rights

Subject to applicable law, you may:

- Request access to your data
- Request correction of inaccurate data
- Request deletion of your data
- Withdraw consent for marketing communications

Requests can be made by contacting mark@ptcourse.co.uk.

11. Updates to This Policy

We may update this Privacy Policy periodically. Updates will be posted on this page with a revised "Last Updated" date.

12. Contact Information

PTcourse.co.uk
Email: mark@ptcourse.co.uk
Phone: 07783633312