Privacy Policy

1. Introduction

PETM LTD ("we", "us", "our") is committed to protecting and respecting your privacy. This Privacy Policy (together with our Cookie Policy, Terms & Conditions and any other documents referred to) describes how we collect, use, disclose, transfer and store your personal data when you use our website, purchase our services, enrol in our courses, or otherwise engage with us.

By using our website or providing us with your personal information you accept and consent to the practices described in this policy.

2. Who we are

Company name: PETM LTD
Company number: 13330919
Registered correspondence address: 54 Toftland, Orton Malborne, Peterborough, England, PE2 5PF
Director/Person with Significant Control: Petar Tsvetanov
Service overview: We are a family-run business established in 2021, specialising in training services (Driver CPC courses, First Aid training in collaboration with Pro Trainings UK, CPD-accredited e-learning courses), transport audits, transport consultancy, HR assistance for transport industry clients, and associated compliance-services.

3. Data we may collect

We may collect and process the following types of personal data:

- **Identity data:** name, job title, company name (if applicable)
- **Contact data:** email address, postal address, telephone number
- **Account data:** user name, password (if you register on our site)
- **Transaction data:** payment details (handled securely via third-party payment processor), purchase history
- **Technical data:** IP address, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, other technology on the devices you use to access this website
- **Online activity data:** pages visited, time spent on pages, navigation paths through the site, search terms used
- **Course/Training data:** course enrolment information, assessment results, certification status
- **Compliance and audit data:** for clients in our transport audit/consultancy business we may process licence-check data, driver records (tachograph downloads, licence copies, induction paperwork) — in that context we act as a data controller for those records.
- **Marketing and communications data:** preferences for receiving marketing from us, responses to surveys, feedback.

4. How and why, we use your data (purpose and lawful basis)

We process your personal data only when we have a lawful basis to do so under UK GDPR. Common lawful bases we rely on include:

- Performance of a contract (e.g., when you buy a course, register for training)
- Compliance with a legal obligation (e.g., retaining certain records for audit/compliance)
- Our legitimate interests (e.g., managing our business, providing services, marketing) — provided your rights and freedoms are not overridden
- Consent (e.g., where you opt-in to receive marketing communications)

Specifically, we use your data for:

- Enrolling you on courses, providing access credentials, supporting your learning journey
- Processing payments and issuing receipts/invoices
- Administering and managing our customer relationship and support services
- Sending you relevant communications (with your consent or where we have a legitimate interest)
- Conducting audits, compliance reviews and consultancy in the transport sector
- Ensuring the security, integrity and operational performance of our website and IT systems
- Meeting legal, regulatory and statutory obligations including data-retention requirements
- Analysing how our website and services are used so that we can improve our offering
- Sharing your data with third-party service providers where required (e.g., hosting, payment processors, training partners)

5. Disclosure of your data

We may share your personal information with third parties where necessary for the purposes set out above. This may include:

- Service providers – for example, IT hosting providers, payment processors, learning-management system providers, email-marketing platforms
- Our training partners – e.g., Pro Trainings UK for First Aid courses, where course delivery or certification involves sharing certain participant data
- Legal and regulatory authorities – if required by law or regulation (for example, for transport-industry audit records or DVSA/Traffic Commissioner requirements)
- Prospective buyers or advisers – in the event of a merger, sale, reorganisation or disposal of assets
- Other parties, with your explicit consent

If we transfer your personal data outside the UK (or European Economic Area), we will ensure appropriate safeguards are in place (for example, standard contractual clauses) in accordance with UK GDPR.

6. Data retention

We will retain your personal data only for as long as is necessary for the purposes for which it was collected, including meeting legal, regulatory or contractual obligations. When your data is no longer needed, we will secure its deletion or anonymisation.

For example:

- Training enrolment, certification and assessment records may be retained for a defined period (e.g., 6 years) in line with professional/training-industry best practice and audit obligations
- Marketing communications preferences and contact details may be kept until you unsubscribe or we deem the data outdated/unnecessary
- Website analytics and log data may be retained for a limited period consistent with security and service-improvement needs

7. Your rights

Under UK GDPR you have a number of rights in respect of the personal data we hold about you. Depending on the circumstances, these may include:

- The right to access the personal data we hold about you and obtain a copy
- The right to rectify inaccurate or incomplete data
- The right to erase (the "right to be forgotten") — where there is no longer a lawful basis for us to process your data
- The right to restrict our processing of your data in certain circumstances
- The right to object to our processing of your data (for example for direct marketing or legitimate-interest processing)
- The right to data portability — to receive your data in a structured, commonly-used machine-readable format
- The right to withdraw your consent at any time (where our processing is based on consent)
- The right to complain to a supervisory authority (in the UK the Information Commissioner's Office ("ICO")) if you believe our processing of your data does not comply with applicable laws.

If you wish to exercise any of these rights, please contact us using the details in Section 11 below.

8. Security of your data

We take appropriate technical and organisational measures to protect your personal data against unauthorised or unlawful processing, accidental loss, destruction or damage. These measures include encryption, access controls, pseudonymisation (where feasible), regular review of our security processes and ensuring that our service-providers similarly maintain high standards of security.

9. Cookies and tracking technologies

Our website uses cookies and similar tracking technologies to understand how users engage with our site, to manage login sessions, to enable certain features and to improve performance. We distinguish between essential cookies (necessary for site operation) and non-essential cookies (analytics, marketing).
You can manage your preferences or disable non-essential cookies via our cookie-banner or browser settings.

Further information is set out in our separate Cookie Policy which you can access on our Cookie Policy page available on www.petm.co.uk.

10. Changes to this Privacy Policy

We may change this Privacy Policy from time to time (for example if we change our business or regulatory requirements). Any changes will be posted on this page, and where appropriate we will notify you via email or via a notice on our website.
We recommend you check this page periodically to keep up-to-date.

11. Contact us

If you have any questions about this Privacy Policy or the way we process your personal data, please contact:

- **Email:** info@petm.co.uk
- **Correspondence address:** 54 Toftland, Orton Malborne, Peterborough, England, PE2 5PF
- **Contact person:** Petar Tsvetanov

12. Additional training/transport-audit client-specific data

In respect of our transport audit, consultancy and training business (including when we act as a data-controller of driver records, tachograph downloads, licence copies, induction paperwork etc), we are subject to additional obligations under UK data-protection law (including ensuring data subjects receive appropriate information at the time of collection). We maintain documented records of processing activities and conduct appropriate risk assessments (Data Protection Impact Assessments) where required.

Reviewed and approved by:

Petar Tsvetanov
Managing Director | PETM LTD
info@petm.co.uk | www.petm.co.uk | 01733 306990

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