

Privacy Policy

At **Multi-Craft Training Group (MTG)**, we value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard your data when you enroll in or interact with our online training programs, including the **MTG Crane Operator Certification Course**.

1. Information We Collect

We collect information from you when you register for a course, make a purchase, or interact with our website or course platform. This may include:

- **Personal Information:** Your name, email address, phone number, and billing information.
- **Account Information:** Username, password, and login details for the course portal.
- **Payment Information:** Credit card or payment details (processed securely by third-party payment providers; MTG does not store full payment data).
- **Usage Data:** Information about how you use our website or course (e.g., page visits, module completion, device type, IP address).

2. How We Use Your Information

We use your personal data to:

- Process course enrollments and payments.
- Provide access to the course and related materials.
- Communicate with you about updates, support, or technical issues.
- Improve our training content and user experience.
- Send occasional marketing or promotional materials (only if you've opted in).

3. How We Protect Your Information

We use industry-standard security measures to protect your personal information, including:

- Secure SSL encryption for transactions and data transmission.
- Password-protected accounts and access controls.
- Limiting access to personal data to authorized MTG staff and contractors only.

However, no system is completely secure, and MTG cannot guarantee absolute security of your information.

4. Sharing of Information

We do **not** sell, rent, or trade your personal information.

We may share limited data only in the following circumstances:

- With **trusted third-party service providers** (e.g., payment processors, course platforms) who help us operate our services.
- When required by law or government authorities.
- To protect the rights, property, or safety of MTG, our users, or others.

5. Cookies and Tracking Technologies

Our website and course platform may use cookies or similar technologies to enhance user experience, remember preferences, and analyze usage patterns.

You can choose to disable cookies through your browser settings, but some features of the site may not function properly.

6. Your Rights and Choices

Depending on your location, you may have the right to:

- Access, correct, or delete your personal data.
- Opt out of marketing communications at any time.
- Request a copy of the information we hold about you.

To exercise these rights, contact us at **info@multicrafttraining.com**.

7. Data Retention

We retain your information for as long as necessary to fulfill the purposes outlined in this policy — typically for the duration of your course access and any legally required retention period for business or tax purposes.

8. Children's Privacy

Our courses and website are intended for adults (18+) and are not directed toward children. MTG does not knowingly collect information from minors. If we learn that a minor has provided personal data, we will promptly delete it.

9. Third-Party Links

Our website or training materials may include links to external websites. MTG is not responsible for the content, security, or privacy practices of those sites.

10. Policy Updates

MTG may update this Privacy Policy from time to time. The updated version will be posted on our website or course platform with a revised "Last Updated" date.

11. Contact Us

If you have any questions or concerns about this Privacy Policy or how your data is handled, please contact us at:

 **info@multicrafttraining.com**

 **Multi-Craft Training Group (MTG)**

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