

TERMS OF SERVICE & PRIVACY POLICY

www.ptvmuscle.com

SERVICE PROVIDER

The services provided through www.ptvmuscle.com are operated by PTVMUSCLE COACHING – FZCO, Trade License No. 77123 a company registered in Dubai, United Arab Emirates.

All coaching services and related services offered through this website are provided by this entity.

By accessing this website or purchasing any services, you agree to the terms outlined in this document.

COACHING AND HEALTH DISCLAIMER

The training programs, nutrition guidelines and coaching guidance offered as part of the coaching services are intended solely for educational and informational purposes.

The coach is not a licensed medical doctor, dietitian or healthcare provider, and the information provided through this website should not be interpreted as medical advice, diagnosis or treatment.

Users are strongly encouraged to consult a qualified healthcare professional before starting any exercise or nutrition program.

By purchasing or participating in any service offered through this website, you confirm that you are physically capable of participating in exercise and take full responsibility for consulting a healthcare professional when necessary.

Individual results are not guaranteed and may vary depending on personal commitment, health status, genetics and other individual factors.

ASSUMPTION OF RISK AND LIABILITY WAIVER

By purchasing or participating in coaching services, training programs, or nutritional guidance, you acknowledge that physical exercise and dietary programs involve inherent risks. These risks may include, but are not limited to:

- physical injury
- muscle strains or joint injuries
- illness or health complications
- fatigue or discomfort
- temporary or permanent disability

By participating in any program provided through this website, you voluntarily assume all risks associated with physical training and nutrition programs.

To the fullest extent permitted by applicable law, the service provider shall not be liable for any direct, indirect, incidental or consequential damages arising from participation in any program or

use of the services.

Nothing in these terms shall limit liability where such limitation is not permitted under applicable law.

By purchasing services, you confirm that you are at least 18 years of age.

REFUND POLICY

All purchases are final and non-refundable to the extent permitted by applicable law.

By completing a purchase, the client acknowledges that preparation of coaching materials, training programs and nutritional guidance may begin immediately after the order is confirmed. Once preparation has started, the right to cancellation may no longer apply.

PERSONAL INFORMATION WE COLLECT

When using our website or purchasing services, we may collect certain personal information including:

- name
- email address
- phone number
- billing information
- account login information

This information is used for the following purposes:

- providing coaching services
- processing payments
- preparing coaching materials, training programs and guidance
- improving the user experience
- communicating important updates related to services

Certain information related to coaching services (such as physical condition, training data or nutrition-related information) may be considered health-related data.

Such data is processed only with the explicit consent of the user and solely for the purpose of delivering coaching services.

DATA PROTECTION AND PRIVACY

We process personal data in accordance with applicable data protection laws and principles, including the General Data Protection Regulation (GDPR) where applicable.

Personal data is stored securely and is only accessible by authorized personnel or trusted service providers who assist in operating the website and delivering services.

As the service provider is based outside the European Union, personal data may be transferred to and processed in countries outside the EU/EEA, including the United Arab Emirates.

By using this website and purchasing services, you acknowledge and accept that your personal data may be transferred outside the EU/EEA.

We do not sell, trade or rent personal information to third parties.

Personal information may be shared with trusted third-party service providers for purposes such as payment processing, analytics, or technical website functionality.

PAYMENT PROCESSING

Payments made through this website are processed through secure third-party payment providers.

The service provider does not store or process credit card information directly on its servers.

Payment providers may collect and process payment information according to their own privacy and security policies.

COOKIES

This website may use cookies or similar technologies to improve user experience and website functionality.

Cookies may be used to:

- remember user preferences
- analyze website traffic
- improve performance and services

Users may disable cookies through their browser settings. However, certain features of the website may not function properly if cookies are disabled.

THIRD-PARTY SERVICES

Our website may utilize trusted third-party tools and services such as analytics providers, payment processors or marketing platforms to operate and improve the website.

These providers may collect limited technical information required to deliver their services.

Each third-party provider operates under its own privacy policies.

EXTERNAL LINKS

This website may contain links to third-party websites.

The service provider is not responsible for the content, privacy policies or practices of external websites.

CHANGES TO THESE TERMS

We reserve the right to modify or update these Terms of Service and Privacy Policy at any time.

Any changes will be published on this page and will take effect immediately upon publication. Users are encouraged to review this page periodically.

GOVERNING LAW

These Terms of Service and Privacy Policy shall be governed and interpreted in accordance with the laws of the United Arab Emirates.

Any disputes arising from the use of this website or the services provided shall be handled in accordance with applicable UAE jurisdiction.

CONTACT

For questions regarding these Terms of Service or Privacy Policy, you may contact:
info@ptvmuscle.com