

Legal Disclaimer & Privacy Policy

Effective Date: 01 January 2025

Tactical Medical Consultants, LLC (“TMC,” “we,” “our,” or “us”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your information when you visit our website or engage with our services. By accessing or using our website, you agree to the terms outlined below.

Information We Collect

We may collect personal information that you voluntarily provide, including but not limited to:

- Name
- Email address
- Phone number
- Company or organization name
- Service inquiries, registrations, or feedback

We may also collect non-personal information such as browser type, IP address, and pages visited for analytical and operational purposes.

How We Use Your Information

Your information may be used to:

- Respond to inquiries or service requests
- Process course registrations and certifications
- Improve our website, training programs, and services
- Send important updates or administrative communications
- Maintain internal business records

We do **not** sell, rent, or trade your personal information to third parties. Information may be disclosed only as required by law or as necessary to provide services you have requested.

Information Security

We implement reasonable technical and organizational safeguards to protect your personal data. However, no method of electronic transmission or storage is completely secure, and we cannot guarantee absolute security of information transmitted online.

Cookies

Our website may use cookies to enhance user experience and analyze site traffic. You may adjust your browser settings to refuse cookies; however, some site features may not function properly as a result.

Third-Party Links

Our website may contain links to third-party websites. Tactical Medical Consultants, LLC is not responsible for the content, security, or privacy practices of these external sites.

Your Rights

You may request access to, correction of, or deletion of your personal information by contacting us:

Email: logistics@tacmedconsultants.org

Phone: 440-595-5868

Policy Updates

We reserve the right to update this Privacy Policy at any time. Any changes will be posted on this page with a revised effective date. We encourage you to review this policy periodically.

Refund & Cancellation Policy

Effective Date: 01 January 2025

We understand that schedules can change. This policy is designed to be fair to participants while allowing us to maintain high-quality training standards.

Cancellations by Participant

- **More than 7 days before course start:**
Full refund minus a 10% administrative fee.
- **3–7 days before course start:**
50% refund **or** one-time reschedule to a future course at no additional cost.
- **Less than 72 hours before course start or no-show:**
No refund. One reschedule permitted with a \$25–\$50 rescheduling fee, depending on the course.

Transfers & Rescheduling

- Requests must be submitted at least 72 hours in advance.
- One reschedule per booking is permitted at no charge if requested more than 72 hours prior to the course.

Cancellations by Tactical Medical Consultants, LLC

If a course is canceled or rescheduled due to low enrollment, instructor illness, weather, or other unforeseen circumstances, participants will be offered:

- A full refund **or**
- Transfer to another available course date at no cost.

Late Arrivals

Participants arriving more than 20 minutes late may be denied entry due to safety and certification requirements. This will be considered a no-show, and standard refund/reschedule terms will apply.

Refund & Reschedule Requests

All requests must be submitted in writing via email to logistics@tacmedconsultants.org and include booking details. Refunds will be processed within 5–10 business days to the original payment method.

Course Completion Card Claim Policy

Effective Date: 01 January 2025

To ensure accurate records and timely issuance of certifications, students must claim their course completion card within the required timeframe.

- **Card Availability:**
Digital course completion cards (when applicable) are issued within 5–10 business days after successful course completion.
- **Claim Period:**
Cards must be claimed within 30 calendar days of the course completion date.
- **Unclaimed Cards:**
 - A \$25 administrative reprocessing fee will apply after 30 days.
 - Additional identity or course verification may be required.

- **Claim Process:**
 - **Digital cards:** Follow the email link from the issuing organization or log into the student portal.
 - **Physical cards:** Contact our office to arrange pickup or shipping.
- **Lost or Misplaced Cards:**
Replacement cards issued outside the claim period are subject to a replacement fee.

For assistance, contact us at **440-595-5868** or **logistics@tacmedconsultants.org**.

Accessibility Statement

Effective Date: 01 January 2025

Tactical Medical Consultants, LLC is committed to providing a website that is accessible to all users, including individuals with disabilities. We strive to comply with applicable accessibility standards and best practices.

Our Commitment

- We aim to follow the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.
- We continuously work to improve accessibility and usability.
- We are happy to provide information or services through alternative methods upon request.

Accessibility Features

- Text alternatives for non-text content
- Clear navigation and structured headings
- Keyboard-accessible functionality
- Readable fonts and sufficient color contrast

Need Assistance or Have Feedback?

If you experience difficulty accessing any part of our website or have suggestions for improvement, please contact us:

Email: logistics@tacmedconsultants.org

Phone: 440-595-5868

We are committed to responding promptly and addressing accessibility concerns.

