

Cookie Policy

Version 1.1 | Effective date: 17 October 2026 | Next review: October 2027

1. Introduction

The BTR Hub Limited (registered office: 2nd Floor, Fairchild House, Redbourne Avenue, London, N3 2BP) ("we", "us", "our") uses cookies and similar technologies on our website <https://thebtrhub.com> (the "Website"). This Cookie Policy explains what cookies are, how we use them, your choices, and how you can manage your cookie settings.

2. What are cookies?

Cookies are small text files placed on your device (computer, tablet, smartphone) when you visit a website. They allow the site to recognise your device and remember certain information. Cookies may be "first-party" (set by us) or "third-party" (set by others). They can be "session cookies" (deleted when you close your browser) or "persistent cookies" (stay until a set expiry).

3. Why we use cookies

We use cookies for a number of reasons, including:

- To make the Website work and remember your cookie banner choice (strictly necessary cookies).
- To let you book courses through our booking provider, Bookeo, whose booking form is protected by Google reCAPTCHA.
- To protect our enquiry forms, provided by Freshworks, from bots (a Cloudflare security cookie).

The cookies we use are strictly necessary, and we do not currently use analytics or marketing cookies (subject to the check noted in section 4). We will set any other cookies only if you consent.

4. What cookies we use

These are the cookies set on our Website, from a check of the Website carried out on 17/10/2026:

Cookie and provider	Purpose	Duration	First-/Third-party
btr_cookie_consent (The BTR Hub)	Strictly necessary. Remembers whether you accepted or declined on our cookie banner, so the banner is not shown again.	1 year	First-party
wordpress_test_cookie (WordPress)	Strictly necessary. Used only on our staff login page, to check that the browser accepts cookies.	Session (deleted when you close your browser)	First-party
AXIOMID (Bookeo – our course booking provider, on our course booking pages)	Strictly necessary for the booking service you ask for. Keeps your booking session working.	Session (deleted when you close your browser)	Third-party (bookeo.com)

Cookie and provider	Purpose	Duration	First-/Third-party
_GRECAPTCHA (Google reCAPTCHA, used in the Bookeo booking form)	Strictly necessary. Security: Google uses it for risk analysis to protect the booking form from spam and abuse.	Set by Google; duration as set by the provider	Third-party (google.com)
__cf_bm (Cloudflare, used by Freshworks for our enquiry and course enquiry forms)	Strictly necessary. Security: helps tell people and bots apart to protect the enquiry forms.	30 minutes of inactivity	Third-party (myfreshworks.com)

We do not currently use analytics, functional (preference) or marketing cookies. If we add any in future, we will ask for your consent before setting them and update this Cookie Policy.

Our booking pages (provided by Bookeo) and enquiry forms (provided by Freshworks) may set further cookies of their own. Their durations are as set by the provider; please see the provider's own privacy and cookie information.

5. Your consent & how to manage cookies

On your first visit to the Website, we display a cookie banner where you can accept or decline cookies, and we remember your choice. You can change your choice at any time by:

- Clearing cookies for our Website in your browser settings (see Section 6). The banner will then appear again on your next visit.

If you block strictly necessary cookies in your browser, some parts of the Website, such as course booking and our enquiry forms, may not work.

6. How to manage cookies via your browser

Most browsers allow you to:

- See what cookies are stored on your device.
- Delete cookies.
- Block or allow cookies from particular sites.
- Automatically delete cookies when you close the browser.

For guidance, see the "Help" section of your browser. You can also visit www.allaboutcookies.org for more information about managing cookies.

7. Third-party cookies

Some cookies are placed by third-party services on our Website: Bookeo, for course bookings (<https://www.bookeo.com/privacy/>); Google reCAPTCHA, in the Bookeo booking form (<https://policies.google.com/privacy/>); and Cloudflare, which protects our enquiry forms provided by Freshworks (<https://www.freshworks.com/privacy/>; Cloudflare cookie information: <https://developers.cloudflare.com/fundamentals/reference/policies-compliances/cloudflare-cookies/>). We do not have full control over these cookies, so you should check the relevant third-party policy for more details.

8. Changes to this Cookie Policy

We may update this Cookie Policy from time to time (for example if cookies or technologies change). The "Last updated" date at the top will reflect this. Please check back regularly.

9. Contact us

If you have any questions about our use of cookies or this policy, please contact our Data Protection Lead:

- Email: compliance@thebtrhub.com
- Phone: 020 8080 4990 (Option 4)
- Address: The BTR Hub Limited, 2nd Floor, Fairchild House, Redbourne Avenue, London, N3 2BP

If you are unhappy with how we have handled your personal data, you can make a complaint; see section 12 (How to Complain) of our Privacy Notice.