



Privacy Policy

Just Care Community (JCC)

Last updated: January 2026

Just Care Community (“we”, “us”, “our”) is committed to protecting your privacy and handling your personal data with care, transparency, and respect.

This Privacy Policy explains how we collect, use, store, and protect personal information when you use our website, services, and membership platform.

1. Who We Are

- **Data Controller**
Just Care Community (“JCC”)
 - Just Care Community is a community-led platform supporting independent carers and families to work together ethically and transparently.
 - **Contact for data protection matters:** hello@justcarecommunity.com
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2. What Personal Data We Collect

We collect **only the data necessary** to provide our services.

Depending on how you interact with JCC, this may include:

a) Information you provide directly

- Name
- Email address
- Membership status (free or paid)

- Role (carer or family member)
- Basic profile information (if you choose to create one)

b) Payment information

- Payments are processed securely via third-party providers (e.g. Stripe or PayPal)
- **We do not store card or banking details**

c) Communications

- Emails you send us
 - Messages submitted via contact forms
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3. What We Do *Not* Collect

We do **not**:

- Sell personal data
- Track users unnecessarily
- Collect sensitive health data through the platform
- Store detailed care records digitally on your behalf

Any care documentation templates we provide are for **your own offline or secure use**.

4. How We Use Your Data

We use personal data only to:

- Provide access to JCC resources and memberships
- Communicate important service information
- Respond to enquiries or support requests
- Manage subscriptions and cancellations
- Improve the platform responsibly

We **do not** use your data for intrusive marketing or third-party profiling.

5. Legal Basis for Processing

Under UK & EU GDPR, we process data based on:

- **Consent** – when you opt in to emails or membership

- **Contract** – to deliver paid or free services
 - **Legitimate interests** – to run and improve JCC fairly
 - **Legal obligations** – where required by law
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6. Data Storage & Security

- Digital data is stored securely using reputable, GDPR-compliant platforms
- Access is restricted and protected
- Any physical documents (if used) are stored in a locked filing system

We keep data **only for as long as necessary**.

7. Sharing Your Data

We only share data with:

- Essential service providers (e.g. payment processors, email platforms)
- Legal or regulatory bodies if required by law

All providers are required to meet appropriate data protection standards.

8. Your Rights

You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion of your data
- Withdraw consent at any time
- Object to certain processing
- Request data portability

To exercise your rights, contact us using the details below.

9. Cookies

We use **minimal cookies** required for site functionality.

We do not use invasive tracking or behavioural advertising cookies.

10. Children's Data

Just Care Community is not intended for children under 16.
We do not knowingly collect children's personal data.

11. Changes to This Policy

We may update this policy occasionally to reflect legal or service changes.
The latest version will always be available on our website.

12. Contact Us

For privacy questions or data requests:

Email: hello@justcarecommunity.com

Subject line: Privacy Request