



# Just Care Community – Data Protection Policy

**Effective Date: October 2025**

**Applies to: All JCC members, carers, families, and administrative users**

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## 1. Purpose

This policy explains how Just Care Community (“JCC”, “we”, “us”, “our”) collects, uses, stores, and protects personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

JCC is committed to protecting privacy while operating as a support, education, and resource platform, not a care provider or agency.

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## 2. Scope

This policy applies to:

- Personal data processed by JCC relating to carers, families, and members
- Data collected via the JCC website, forms, email communications, and membership systems
- Operational data held in digital or (limited) paper form

JCC does not routinely store care records, medical histories, or day-to-day placement information.

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## 3. Lawful Basis for Processing

JCC processes personal data under the following lawful bases:

- **Consent** – where users voluntarily provide information (e.g. sign-ups, contact forms)
  - **Contract** – where necessary to provide access to memberships or purchased resources
  - **Legal Obligation** – for safeguarding or regulatory compliance
  - **Legitimate Interest** – to manage the platform, prevent misuse, and ensure community safety
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## 4. What Data We Collect

Depending on how you interact with JCC, we may collect:

- **Identification Data:** name, email address, contact details
- **Professional Data (Carers):** experience summaries, qualifications, insurance confirmation (where voluntarily shared)
- **Verification Data:** limited identity confirmation where required for safeguarding guidance
- **Technical Data:** IP address, browser type, and website analytics

### Special Category Data

JCC does not routinely collect or store health or medical data.

Any health-related information required for care is handled directly between carers and families, outside the JCC platform.

Where such data is referenced in templates or guidance, this does not mean JCC stores or processes it.

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## 5. How We Use Personal Data

We use personal data to:

- **Provide access to memberships and resources**
- **Communicate updates, guidance, or service notices**
- **Support safeguarding awareness and responsible practice**
- **Improve website performance and educational content**
- **Meet legal and regulatory obligations**

JCC does not manage placements, handle payments between parties, or supervise care delivery.

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## 6. Data Storage & Security

- Digital data is stored using secure, GDPR-compliant platforms (e.g. Systeme.io, email services)
- Access is restricted to the Data Controller and authorised administrators
- Data transmission is protected via SSL encryption
- Paper records (where unavoidable) are stored securely and destroyed appropriately

JCC minimises data collection and storage wherever possible.

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## 7. Data Retention

Data is retained only as long as necessary:

- Membership and transaction records – up to 7 years
- Enquiry or contact data – up to 12 months
- Safeguarding-related records – retained in line with legal guidance where applicable

Data no longer required is securely deleted or anonymised.

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## 8. Data Sharing

JCC does not sell or trade personal data.

Data may be shared only:

- Where legally required
- For safeguarding or risk-of-harm situations
- With compliant service providers essential to platform operation

All third parties must demonstrate GDPR compliance.

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## 9. Your Rights

Under UK GDPR, you have the right to:

- Access your data
- Correct inaccurate data
- Request deletion

- Restrict or object to processing
- Request data portability

Requests should be sent to:

✉ [hello@justcarecommunity.co.uk](mailto:hello@justcarecommunity.co.uk)

We respond within 30 days.

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## 10. Data Breach Procedure

In the event of a breach:

- Risk is assessed within 24 hours
  - The ICO and affected individuals are notified within 72 hours if required
  - All actions are logged and reviewed
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## 11. Data Controller

Just Care Community

✉ [hello@justcarecommunity.co.uk](mailto:hello@justcarecommunity.co.uk)

Data Controller: Just Care Community

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## 12. Policy Review

Reviewed annually or following legal or operational changes.

Last updated: October 2025