

Continuing Community Care (CCC) – Privacy Policy

Last updated: [24th December 2025]

Continuing Community Care (“CCC”, “we”, “us”, “our”) is committed to protecting your privacy and handling your personal data responsibly and transparently.

This Privacy Policy explains what information we collect, how we use it, how we protect it, and your rights in relation to your personal data. By using our website, services, or submitting information to us in any form, you agree to the terms of this Privacy Policy.

1. Information We Collect

We may collect and process the following personal data:

a) Website and Online Services

- Name
- Email address
- Telephone number
- Postal address
- Order and payment details (where applicable)

We **do not** store your **browsing history** on our website.

When you make a purchase via www.ccc-hydrotherapy.org, your order is processed and stored within our secure back-end systems so we can fulfil your order and provide support if a transaction is incomplete.

b) Web-Based Enquiry Forms

When you complete a form on our website, we store the information you provide in a secure database. This information is used to:

- Respond to your enquiry
- Improve our services
- Contact you regarding CCC services, events, or updates

This data is **not shared with third parties**.

c) In-Clinic Registration Forms

When attending in person, you may be asked to complete a registration form, which may include:

- Name
- Address
- Date of birth
- Telephone number
- Email address
- GP details
- Private Medical Insurance (PMI) details (if applicable)

This information is used solely to:

- Provide safe and appropriate care
- Manage your programme
- Communicate with your insurer where you have authorised us to do so

Your information is **not shared with any third party without your explicit consent**, unless required by law.

2. How We Use Your Information

We use your personal data to:

- Deliver and manage our services
- Communicate with you about appointments, programmes, and updates
- Process payments and manage orders
- Improve our services and client experience
- Send relevant marketing communications (only where consent is given)

3. Marketing Communications

By submitting your details through our website or purchasing CCC services or products, you may receive emails relating to CCC services, courses, events, and offers.

You can opt out at any time by contacting us at:

ccc.hydrotherapy@gmail.com

4. Third-Party Service Providers

We may use trusted third-party providers (e.g. payment processors or website hosting services) to support our operations. These providers only have access to personal data necessary to perform their services and are contractually required to protect your information and not use it for any other purpose.

5. External Links

Our website may contain links to external websites not operated by CCC. We are not responsible for the content or privacy practices of those sites. Please review their privacy policies separately.

6. Lawful Disclosure

We may disclose personal information where required by law, court order, or where necessary to protect our legal rights, users, or services.

7. Data Security

We take reasonable technical and organisational measures to protect your data. However, no system can guarantee absolute security. We comply with all applicable UK data protection legislation, including the UK GDPR and Data Protection Act 2018.

8. Children's Data

We do not knowingly collect personal data from children under 13 without parental consent. If you believe a child has provided us with personal data, please contact us immediately.

9. Your Rights

You have the right to:

- Access your data
 - Request correction or deletion
 - Withdraw consent
 - Lodge a complaint with the Information Commissioner's Office (ICO)
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10. Changes to This Policy

We may update this policy from time to time. Updates will be posted on this page.

11. Governing Law

This policy is governed by the laws of England and Wales.

CCC Website Legal Terms

Intellectual Property

All content on this website — including text, images, branding, code, and design — remains the intellectual property of Continuing Community Care. No content may be copied, reused, or reproduced without express written permission from the CEO or Trustees.

Website Changes

CCC reserves the right to modify, suspend, or withdraw any part of the website at any time.

Disclaimer and Limitation of Liability

CCC provides the website and its contents on an “as is” basis and makes no warranties regarding accuracy, availability, or suitability. CCC shall not be liable for any loss or damage arising from use or inability to use this website.

Jurisdiction

These terms are governed by English law and disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Registered Charity Information

Continuing Community Care

Charity Registration Number: **1204035**

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