

Privacy Notice

Prime Community Support Services CIC

Company No. 17432310 | Registered Community Interest Company | Private company limited by guarantee | Registered in England and Wales

How Prime Community Support Services CIC collects, uses, stores and shares personal information.

Effective date: 2 September 2026 **Review:** at least annually and whenever services, law or website functionality materially change.

1. Who we are

Prime Community Support Services CIC ('Prime', 'we', 'us') is a registered Community Interest Company, company number **17432310**, providing practical, inclusive and culturally appropriate community support. This notice applies to people who use our services, contact us, make an enquiry, attend an event, are referred to us, or use our website.

Our website is **primecss.org.uk** and our contact email is **info@primecss.org.uk**.

2. Information we may collect

- Identity and contact details such as name, email address, telephone number and preferred method of contact.
- Information you provide about the practical support you need, including housing, benefits, employment, public services, digital access or complaints.
- Documents or correspondence you ask us to help you understand, organise, complete or submit.
- Referral information received from another organisation or person, where appropriate.
- Website and technical information such as IP address, browser/device information and cookie preferences where collected.
- Special category information only where genuinely necessary and where an appropriate lawful basis and additional condition apply.

3. Why we use personal information

We use personal information to respond to enquiries; assess practical support needs; provide administrative, digital and community support; arrange appointments; make referrals or signpost; maintain appropriate records; improve services; protect people and the organisation; meet legal or regulatory duties; and manage complaints. We aim to collect only what is reasonably necessary.

4. Lawful bases

Depending on the circumstances, our lawful basis may include consent, contract or pre-contract steps, legal obligation, vital interests, or legitimate interests where those interests are not overridden by individual rights. Where special category data is processed, we will identify and document an appropriate additional condition.

5. Sharing information

We do not sell personal information. We may share only what is necessary with organisations involved in requested support, appropriate specialist or regulated referral partners, service providers supporting our IT/website/communications, public authorities where required by law, or emergency/safeguarding services where

there is a lawful and necessary reason.

6. Retention and security

We keep personal information only for as long as reasonably necessary for the relevant purpose and applicable legal, safeguarding, complaints, insurance or accountability requirements. We use proportionate technical and organisational measures and restrict access to people who need information for their role.

7. Your rights

- To be informed about how your information is used.
- To request access to your personal information.
- To ask for inaccurate information to be corrected.
- To request erasure or restriction where the law provides those rights.
- To object to certain processing and, where applicable, request data portability.
- To withdraw consent where consent is the lawful basis.
- To complain to the Information Commissioner's Office.

Questions about this policy can be sent to info@primecss.org.uk.

8. Children and people needing additional support

We aim to explain privacy information clearly and accessibly, taking account of individual circumstances, capacity, rights and any lawful role of a parent, carer, appointee or representative.

9. Changes

We will review this notice regularly and update the website when material changes are made.

Organisation details: Prime Community Support Services CIC, Company No. 17432310. Registered Community Interest Company, private company limited by guarantee, registered in England and Wales. Website: primecss.org.uk. Email: info@primecss.org.uk.