

Website Terms of Use

Prime Community Support Services CIC

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

Terms applying when visitors use primecss.org.uk.

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

1. About these terms

These terms apply to use of primecss.org.uk, operated by Prime Community Support Services CIC, Company No. **17432310**. By using the website, visitors agree to use it lawfully and responsibly.

2. Purpose of the website

The website provides information about Prime, our community support services, how to contact us and general information intended to help people understand available support. Website content is general information and does not create a professional adviser-client relationship.

3. No regulated or specialist advice

Unless Prime is specifically authorised and appropriately qualified for a regulated activity, website content must not be treated as legal, immigration, debt, financial, medical, clinical or other regulated specialist advice. Prime may provide practical administrative support, general information, advocacy, signposting and referrals.

4. Accuracy and availability

We aim to keep information useful and accurate, but public services, rules and external websites can change. Important decisions should be checked with the relevant official or qualified source.

5. Acceptable use

- Do not use the website for unlawful, fraudulent, abusive or harmful activity.
- Do not attempt unauthorised access or interfere with website operation.
- Do not knowingly introduce malware.
- Do not submit another person's confidential information unless you have appropriate authority or another lawful basis.

6. External links and intellectual property

External links are provided for convenience and are governed by the external organisation's own terms. Unless otherwise stated, Prime's original website text, branding and materials belong to Prime or are used with permission.

7. Liability and law

Nothing excludes liability where it would be unlawful to do so. Subject to that, Prime is not responsible for losses arising solely from reliance on general website information, interruptions outside our reasonable control, or

third-party websites. These terms are governed by the law of England and Wales, subject to mandatory rights.

8. Contact

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

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.