

Privacy Policy

Last Updated: January 27, 2026

CCA Connect App- Chandigarh Chemist Association

Welcome to CCA Connect ("we", "us", "our"). This Privacy Policy describes how we collect, use, disclose, and protect Your information when You use our member communication and management platform (the "Service"). By accessing or using CCA Connect, you agree to the practices described in this Privacy Policy.

1. Interpretation & Definitions

1.1 Definitions

Account: A unique member account created to access the Service.

CCA: Chandigarh Chemist Association, operating via <https://ccachd.in>

Device: Any device (computer, tablet, mobile) that accesses the Service.

Personal Data: Information relating to an identifiable member.

Service: The CCA Connect mobile application and platform.

Member/You: The individual chemist or wholesaler using the Service.

2. Collection of Your Personal Data

We collect data to operate and improve the Service. Types of data collected:

2.1 Personal Data

Contact Details: Name, mobile phone number, email address.

Business Information: Shop name, shop address, Drug License Number, GST Number, member category (Chemist/Wholesaler).

2.2 Usage Data

Log Data: IP address, device type, app version, pages accessed, timestamps, device identifiers.

Mobile Data: Device model, OS version, mobile browser type.

2.3 App-Specific Permissions

To provide our services, the CCA Connect mobile application requires:

Notifications: We request permission to send push notifications to alert you of new messages, admin announcements, and important association updates. This is optional and can be disabled in your device settings at any time.

Note: The app does NOT request access to your camera, location, contacts, storage, or any other device permissions.

3. Use of Your Personal Data

We use Your data for:

- **Member Services:** Account creation, authentication, member directory access, group messaging.
- **Communication:** Push notifications for messages, admin broadcasts, association updates.
- **Member Management:** Membership approval, subscription status management, member verification.
- **Service Improvement:** App performance monitoring, bug fixes, feature development.
- **Administrative:** KYC compliance, record maintenance, support inquiries.
- **Security:** Fraud prevention, dispute resolution, Terms of Service enforcement.

4. Disclosure of Your Personal Data

4.1 Within CCA Community

Member Directory: Your profile information (name, phone number, shop details, license number, GST number, address) is visible to all approved CCA members.

Group Messages: Messages and files you share in group chats are visible to all members of that specific group.

4.2 Service Providers

We share data with trusted third-party service providers:

- **Supabase:** Database storage, authentication services.
- **Firebase Cloud Messaging (FCM):** Push notification delivery.
- **Hosting Services:** Cloud infrastructure providers.

4.3 Legal Authorities

When required by law, court order, or to protect rights, prevent fraud, or ensure security.

4.4 Business Transfers

In case of merger, acquisition, or asset sale (with prior notice to members).

5. Your Privacy Rights

Depending on Your jurisdiction, You may have rights to:

- **Access:** Request copies of Your Personal Data.
- **Correction:** Update or correct inaccurate data through app settings.
- **Deletion:** Request erasure of Your data (subject to legal retention requirements).
- **Objection:** Object to or limit processing of Your data.
- **Withdraw Consent:** Disable notifications or request account deactivation.

To exercise rights, contact us at the information provided in Section 9.

6. Data Security & Retention

We implement industry-standard security measures:

- Secure authentication via Supabase Auth
- Row Level Security (RLS) on database
- HTTPS/TLS encryption for data transmission
- Access controls limiting data access to authorized personnel

Data Retention: We retain Your data during active membership and for 90 days after account deactivation, unless required by law to retain longer.

Limitation: No system is 100% secure. We cannot guarantee absolute security.

7. Children's Privacy

The Service is intended for licensed professionals. We do not knowingly collect data from anyone under 18 years of age.

8. Third-Party Links

The app may contain links to external websites (such as <https://ccachd.in>). We are not responsible for the privacy practices of third-party sites.

9. Changes to This Privacy Policy

We may update this Policy from time to time. We will notify You via app notification or email and update the "Last Updated" date. Continued use constitutes acceptance of the updated policy.

10. Contact Us

For questions, concerns, or requests regarding this Privacy Policy:

Chandigarh Chemists Association

Email: Vaibhavmalik03@gmail.com

Website: <https://ccachd.in>

Phone: +91 9872036118

App Support: Use the "Contact Us" feature within the CCA Connect app.

Governing Law: This Privacy Policy is governed by the laws of India. Courts of Chandigarh shall have exclusive jurisdiction.

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