

Privacy policy (full)

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First published **7 February 2024**

This version **3 September 2026**

Next review **3 September 2027**

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POLICY PARTICULARS

Who this policy belongs to

ENTITY

Parcare Support Service Pty Ltd trading as Parcare Lifestyle

ABN

94 666 356 430

NDIS

4050161227

ADDRESS

Unit 5/5-7 Cairns Street, Loganholme QLD 4129

APPROVED BY

Nicholas Dodemaide, Director and Privacy Officer. There is no Board.

CONTACT

privacy@parcaresupports.com · (07) 3899 1759

1 Purpose

This is the APP privacy policy required by Australian Privacy Principle 1. It explains the kinds of personal information we collect and hold, how we collect and hold it, the purposes of collection, use and disclosure, how you can access or correct it, and how you can complain. A shorter summary is at parcarelifestyle.com/privacy-policy. If the summary and this document ever differ, this document prevails.

2 What we collect

We collect personal information and, where needed, sensitive information (including health and disability information). For participants this can include name, contact details, date of birth, NDIS number, support needs, living arrangement, nominees, progress notes, incidents, and funding information needed to deliver supports. For workers and applicants this can include identity, contact, credentials, and information needed to roster and pay people. Website forms collect the fields you submit. We do not collect more than we need.

3 How we collect it

We collect information from you (in person, by phone, email, forms and this website), from people acting for you, and from other providers or agencies where that is authorised. Collection is by lawful and fair means.

4**Why we collect, use and disclose it**

We collect, hold, use and disclose personal information to deliver NDIS supports, employ and roster workers, meet Practice Standards and worker-screening duties, pay people, manage incidents and complaints, keep records the law requires, and defend or bring a legal claim. We use information for the primary purpose, a related secondary purpose a person would reasonably expect, with consent, or where a law requires or authorises it.

Usual recipients include treating practitioners you have authorised, the NDIA, the NDIS Commission, worker-screening and Blue Card agencies, insurers, auditors, ATO or a court if required, and emergency services if there is a serious threat and we cannot ask first. We do not sell personal information. We do not use it to train a public AI model.

5**Systems we use**

We use VisualCare for care records, Microsoft 365 for email and files, Xero for accounts and payroll, Twilio for SMS, WordPress for parcarelifestyle.com, and rostering and notes software we operate. This policy does not include an overseas disclosure country list. We will add one only when every relevant processor location has been verified.

6 Security and retention

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, modification or disclosure. When we no longer need it, and no law requires us to keep it, we destroy or de-identify it. NDIS claim records are kept for at least seven years from the day the claim is made. Child records may be kept longer. Staff follow the Information Management Policy and the Information Security Policy. Those operational policies are on the [public policy register](#) by title. The full text is held internally.

7 Access and correction

You can ask to see or correct personal information we hold. Write to the Privacy Officer. We take reasonable steps to confirm who you are before we give access or make a change, and we respond as soon as practicable.

8 Complaints

Complain to us first through parcarelifestyle.com/complaint or privacy@parcaresupports.com. You can complain to the Office of the Australian Information Commissioner at any time (1300 363 992, [oaic.gov.au](https://www.oaic.gov.au)). You do not have to finish our process first. NDIS service complaints: NDIS Quality and Safeguards Commission 1800 035 544. A complaint does not change your supports. Interpreter: TIS 131 450. National Relay Service: 133 677.

9 How we contact you

See [How we contact you](#). That page is how you check a message. It is not a public data-breach statement.

10 Automated decisions (from 10 December 2026)

A Privacy Act disclosure about automated decision-making comes into effect on 10 December 2026. We do not pretend we already comply with that regime. We may use software to suggest roster fit or flag a missing credential. A person at Parcare still decides whether a worker works a shift and whether a participant receives a support. More detail will be added to this policy before 10 December 2026.

11 Related public pages

[Collection of Information Statement](#). [Public policy register](#).

12 Review

This version is dated 3 September 2026. Next review 3 September 2027, or earlier after an OAIC inquiry, a data breach, or a Commission notice. First published on this website on 7 February 2024 (WordPress page 3). Wayback capture 21 April 2026.