

INVICTA CARE Privacy Policy

Invicta Care is a NDIS service provider in Australia, requires careful consideration of the privacy principles outlined in the Australian Privacy Principles (APPs) under the Privacy Act 1988. Below is a sample privacy policy tailored to meet the requirements of NDIS service providers. Note that this is a general template, and you should consult with legal professionals to ensure compliance with specific regulations and organizational practices.

At INVICTA Care, we are committed to safeguarding the privacy and confidentiality of personal information entrusted to us. This Privacy Policy outlines our practices regarding the collection, use, disclosure, and protection of personal information as we operate as a NDIS service provider in Australia.





1. Overview

Invicta Care is committed to protecting the privacy and confidentiality of personal information in accordance with the Australian Privacy Principles (APPs) under the Privacy Act 1988. This Privacy Policy outlines how we collect, use, disclose, and manage personal information.

2. Collection of Personal Information

We collect personal information from participants, their families, and other relevant individuals for the primary purpose of providing NDIS services. The types of personal information we may collect include but are not limited to:

- Name, contact details, and date of birth
- Health information, including disability-related details
- Emergency contact information
- NDIS plan details

3. How We Collect Information

We collect personal information through various means, including:

- Direct interactions with participants or their representatives
- NDIS portal submissions
- Referrals from healthcare professionals or support coordinators
- Information provided by participants during assessments and support planning

5. Disclosure of Personal Information

We may disclose personal information to third parties, including:

- NDIS, government agencies, or regulatory bodies as required by law
- Healthcare professionals involved in the provision of services
- Contractors or service providers working with Invicta Care (subject to confidentiality agreements)



6. Security of Personal Information

Invicta Care employs reasonable security measures to protect personal information from unauthorized access, disclosure, alteration, or destruction. These measures include secure data storage, access controls, and staff training on privacy matters.

7. Access and Correction of Personal Information

Participants have the right to access and correct their personal information. Requests for access or correction should be made in writing to our Privacy Officer.

8. Retention of Personal Information

Personal information is retained only for as long as necessary to fulfill the purposes for which it was collected or as required by applicable laws. Once information is no longer needed, it is securely disposed of.

9. Consent

By engaging with INVICTA Care, individuals provide implied consent for the collection, use, and disclosure of their personal information for the purposes outlined in this policy.

10. Complaints and Contact Information

If you have concerns about the handling of your personal information, please contact our Privacy Officer: info@invictacare.com.au
If you are dissatisfied with our response, you may escalate the matter to the Office of the Australian Information Commissioner (OAIC).

11. Updates to the Privacy Policy

This Privacy Policy will be reviewed regularly and updated as necessary to reflect changes in legislation, technology, and our services.

This Privacy Policy reflects INVICTA Care's commitment to maintaining the privacy and confidentiality of personal information. By choosing INVICTA Care, individuals entrust us with their information, and we take every measure to ensure its protection and responsible use in accordance with privacy laws in Australia.

For further information or inquiries regarding this Privacy Policy, please contact our Privacy Officer at infor@invictacare.com.au