Privacy Policy

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Welcome to Support Central Co. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information when you visit our website, www.supportcentralco.com, and when you use our services.

1. Introduction

Support Central Co. ("we," "us," "our") is committed to protecting the privacy of our clients, website visitors, and anyone who interacts with us. This policy explains what information we collect, how we use it, and your rights concerning your personal data.

2. Information We Collect

- **Personal Information:** We may collect personal information, including but not limited to, your name, contact details (email, phone number), date of birth, and any other information you provide when filling out forms on our website or during service provision.
- **Sensitive Information:** As an NDIS provider, we may collect sensitive information, such as details about your health, disability, and NDIS plan, which are necessary to provide our services.
- **Non-Personal Information:** We may also collect non-personal information such as your IP address, browser type, and browsing behavior on our website. This data helps us improve our services and your experience on our site.

3. How We Use Your Information

We use the information we collect for the following purposes:

- To provide you with NDIS-related services and support.
- To communicate with you about our services, updates, and any changes to our policies.
- To improve our website, services, and user experience.
- To comply with legal obligations and requirements under the NDIS framework.

4. Disclosure of Your Information

We do not sell or rent your personal information. We may disclose your information in the following circumstances:

- **Service Providers:** We may share your information with third-party service providers who assist us in delivering our services, such as IT support, data storage, and other business operations. These providers are bound by confidentiality agreements.
- **Legal Requirements:** We may disclose your information if required by law, court order, or in response to a government request.

- **NDIS-related Obligations:** We may share your information with the National Disability Insurance Agency (NDIA) or other relevant authorities as required under the NDIS guidelines.

5. Security of Your Information

We take reasonable measures to protect your personal information from unauthorized access, use, or disclosure. These measures include implementing physical, electronic, and procedural safeguards.

6. Your Rights

You have the right to:

- Access and request a copy of your personal information that we hold.
- Request corrections to your personal information if it is inaccurate or incomplete.
- Withdraw your consent for us to use your personal information at any time.
- Lodge a complaint with a relevant authority if you believe your privacy rights have been violated.

7. Cookies

Our website may use cookies to enhance your browsing experience. Cookies are small files stored on your device that help us understand your preferences and improve our website's functionality. You can adjust your browser settings to refuse cookies, but this may affect your ability to use certain features of our website.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any significant changes by posting the updated policy on our website with a new "Last Updated" date.

9. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal information, please contact us at:

Support Central Co
Email: info@supportcentralco.com
Phone: 0450 506 906
Address: 3/8 Pioneer Ave Tuggerah NSW 2259