



User Privacy Policy

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Marco Polo AUST Pty Ltd (ACN 673 785 398) respects your privacy and is committed to protecting your

personal information.

1. Purpose

This Privacy Policy (Privacy Policy) sets out the kinds of personal information we collect and hold, and how we can collect, use, disclose, secure and store your personal information. This Privacy Policy also tells you how to access and amend your personal information, and how you can make a complaint if you think we have breached our privacy obligations.

If you use or access our website(s) or services (Platforms) and accept our Terms of Use, you will be deemed to have accepted and consented to this Privacy Policy.

We will update this Privacy Policy when our information handling practices change. Updates will be published on our website at <https://web.marcopoloportal.com/privacy-policy>.

A copy of the latest version of this Privacy Policy is available at <https://web.marcopoloportal.com/privacy-policy>.

2. What is personal information?

In general terms, personal information is information or an opinion about an individual that personally



identifies the individual either directly or indirectly. Certain forms of personal information, such as health information, which includes information about the nature of an individual's disability, is considered "sensitive information".

3. What personal information do we collect?

We collect and hold information which is reasonably necessary for us to provide you with access to Platforms. The extent and type of personal information collected will vary depending on how you interact with us. We may collect personal information for related purposes, but only if you reasonably expect us to, or consent to us doing so.

The personal information we collect about you may include:

- your name, contact details, date of birth
- your age and gender
- details about your health including the nature of your disabilities
- details of your support requirements
- details of your next of kin, guardians, representatives, nominees, carers or other third party that supports you, including their name, address and contact details
- your photograph
- your credit card and other payment information.
- details of your NDIS Plan, Including NDIS Number and plan budgets

You do not have to provide us with your personal information and may deal with us anonymously or via a pseudonym. However, if you choose to deal with us on this basis, we may not be able to effectively provide you with our services or otherwise interact with you in connection with your use of our Platforms.

4. How do we collect and hold your personal information?

We collect personal information from you when:

- you create an access account on our Platforms
- you fill in details in your user account on our Platforms
- you upload content to our Platforms
- you interact with other registered users electronically on our Platforms



- you interact with us electronically or via mail.
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We collect non-identifying information in relation to your use of our website(s) through cookies and other means to monitor and improve our website(s) and services.

We may also collect personal information about you indirectly from third parties such as your carer, guardian, legal representative, parent, carer, coordinator or other authorised representative (if you have one).

5. Collection of personal information from third party websites

The Platforms may contain external links to websites operated by third parties. If you access a third party website from our Platforms, your personal information may be collected by that third party website.

We make no representations or warranties in relation to the privacy practices of any third party provider or website and we are not responsible for the privacy policies or the content of any third party provider or website.

You are also advised that there are inherent risks in transmitting information across the internet, including the risk that information sent to or from a website may be intercepted, corrupted or modified by third parties.

6. How do we use personal information?

We will only use your personal information to fulfil the purpose for which it is collected.

These purposes include the following:

- to establish your user account, and enable you to use our Platforms
- to contact you to provide notices, or to respond to your queries
- to undertake an internal investigation following a complaint
- to undertake an action that is required or authorised by law



- to process your payments
- internal administrative purposes, including carrying out analytics, business improvements and reporting
- marketing purposes.

We will not use your personal information for any other purpose without your consent.

7. How do we disclose your personal information?

Your personal information, including sensitive information, may be disclosed to other registered users who use our Platforms.

For example, if you are an individual who is a registered user on our Platforms, and you connect with a registered user who is a housing provider (Housing Provider), your details are automatically disclosed to the Housing Provider (including your name, gender, age, and the nature of your disability and support requirements) to the Housing Provider, so that they can determine if they can make an offer of housing to you. Your specific NDIS Plan details are not provided to the Housing Provider however aggregated group plan details may be provided from time to time. Including total support budget for the group.

We may disclose your personal information to third parties in circumstances where you would reasonably expect us to disclose your information. For example, we may disclose your personal information to our third party service providers, including our IT, marketing and professional service providers, where we determine it is necessary.

We may also disclose your personal details where required or authorised by law.

We will not disclose personal information to overseas recipients.

8. How do we protect your personal information?

We take steps to protect your personal information, including by implementing anti-virus software, fire walls, and password protection on our files and across our software and hardware. We also regularly update our storage and data systems and protections.



We will not keep your personal information for longer than we need to. In most cases, this means that we will only retain your personal information for the duration of your relationship with us unless we are required to retain your personal information to comply with applicable laws, for example record-keeping obligations.

9. Data Breaches

We will notify you as soon as possible if a data breach has occurred that involves your personal information. In those circumstances, we may tell you what has occurred, what personal information was involved, what the implications are, what you can do, and what we will do to address the breach.

10. Accessing and correcting your personal information

You may access the Personal Information we hold about you and to update and/or correct it. You can either do this directly by updating your user account, or by contacting us at resolve@marcopoloportal.com. We will respond to you as soon as practicable, and if there is a delay we will advise you in writing.

11. Privacy Policy Complaints and Enquiries

If you would like to leave feedback or complain about the service you have received from us, or if you

think we have breached your privacy obligations, please contact us at

solve@marcopoloportal.com.au.

We will promptly investigate and resolve your complaint and respond to you as soon as possible.



*Marco
Polo*

Approved by:

Board of Directors, Marco Polo Portal
Date: 09/09/2025