

Website Privacy Policy

The Mana Lifestyle Collective Pty Ltd | ABN 61 676 418 992

Updated 11 September 2026

Your information deserves care and respect. This policy covers this website and related enquiry follow-up. It does not replace the specific privacy information provided when you enter a service agreement or employment arrangement.

1. Who we are

The Mana Lifestyle is the public-facing brand of The Mana Lifestyle Collective Pty Ltd (ABN 61 676 418 992). This policy applies to www.themanalifestyle.com.au. For privacy questions, email Team@manalifestyle.com.au and ask for the person responsible for privacy.

2. Information we collect

Enquiry forms collect the name you provide, an email address or phone number, your selected topic and your message. Referral enquiries may include your relationship to the person seeking support. Follow-up correspondence may include further details you choose to share about support or career interests.

Wix, our hosting provider, may process technical information such as IP addresses, browser and device details, page requests, timestamps and security logs to deliver and protect the site. Do not submit medical records, NDIS plan documents, identity documents or payment details through these general enquiry forms.

3. Your choices and referrals

We generally collect enquiry information directly from you. A family member, support coordinator or another representative may contact us with your permission or lawful authority. Please obtain permission before sharing someone else's details and provide only what is needed for initial contact.

You may browse without completing a form or use a preferred name or pseudonym for a general enquiry. Without a contact method, we may be unable to reply. Identity or authority may need to be verified before discussing personal records. If sensitive information becomes necessary for support, we will explain why and seek consent unless collection is otherwise permitted or required by law.

4. Use and disclosure

We use enquiry details to respond, direct your request to the relevant team member, discuss support or career opportunities, manage feedback and keep a record of correspondence. Information may also be needed to investigate website misuse or meet legal obligations. Sending an enquiry does not subscribe you to marketing.

Access should be limited to authorised people who need the information for their work. Our contractor terms require authorised, necessary use, secure handling and prompt reporting of suspected unauthorised disclosure. Wix and relevant communications or technical providers may process information to operate the website and handle correspondence. We may share information with your authorised representative, with consent, or where law permits or requires it. We will not sell your enquiry information.

5. Hosting and overseas processing

Website enquiries are submitted to Wix Forms. Wix operates internationally, so information may be stored or processed outside Australia. Wix identifies possible locations including the United States, Ireland, Israel, South Korea and Taiwan; locations depend on the services and providers involved and may change.

We will take reasonable steps required by applicable privacy law when arranging overseas disclosure. This policy does not mean all information stays in Australia. Wix's privacy policy and sub-processor information explain its services further.

[Wix privacy policy](#)

[Wix sub-processors](#)

6. Cookies, media and external links

Wix may use cookies or similar technologies for security, session management and essential functions. You can block or delete cookies in your browser, although this may affect site features. If optional tracking is introduced, the privacy information and any consent controls will need to reflect that change.

This site loads fonts from Google and links to external resources. Requesting external content sends technical connection information to its provider. External websites have their own privacy practices. Our photographs and videos are published with permission. Contact us about an image of you or to discuss withdrawing permission for future use.

7. Security and retention

We are committed to reasonable safeguards against unauthorised access, loss, misuse or disclosure, including restricting access and requiring confidential handling. No website, email service or internet transmission can be guaranteed completely secure. Ask us for an appropriate way to share sensitive documents rather than using a general enquiry form.

We will retain information only while needed for its purpose, related follow-up or applicable legal and recordkeeping obligations. When it is no longer needed and retention is not required, we will take reasonable steps to securely destroy or de-identify it. The period depends on the record; this policy does not set a single retention period for all participant records. Suspected breaches will be assessed and affected people and regulators notified where legally required.

8. Access, correction and complaints

Email Team@manalifestyle.com.au to request access or correction, ask about deletion, or raise a privacy concern. Explain what you need and your preferred contact method. An authorised representative may assist. We may need to verify identity or authority without collecting more information than necessary. Legal exceptions or retention duties may limit a request; we will explain our response and available complaint options.

For a complaint, describe what happened and the outcome you seek. We will acknowledge and consider your concern, investigate as appropriate and respond within a reasonable period. If you are dissatisfied or have not received a response within 30 days, you can contact the Office of the Australian Information Commissioner (OAIC), which explains its eligibility and complaint process. Concerns about NDIS support safety or quality can also be raised independently with the NDIS Quality and Safeguards Commission.

[OAIC privacy complaint process](#)

[NDIS Commission complaints](#)

9. Updates and accessible copies

We will update this policy when website information-handling practices change. The date above identifies the version. Read it online or download a free copy. Email our team if you need it explained or supplied in another accessible format, or want to discuss privacy before sharing information.