



Privacy Policy

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1. Introduction

The National Disability Insurance Agency (referred to as 'NDIA', 'we', 'our', 'us' in this document) is committed to protecting your privacy and handling your personal information in accordance with our legal obligations under the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs), and the secrecy provisions in the *National Disability Insurance Scheme Act 2013* (Cth) (NDIS Act).

This Privacy Policy describes how the NDIA collects, handles, uses and discloses your personal information.

We may update this Privacy Policy from time to time, including when our information handling practices change. Updated versions will take effect when they are published on our website at www.ndis.gov.au. We may also issue specific privacy statements relating to particular services or activities.

Information about how we deal with personal information relating to employees and contractors is addressed in our separate Privacy Policy (People & Culture Privacy Policy).

2. What we collect

The NDIA is responsible for delivering the National Disability Insurance Scheme (NDIS). We may collect [personal information](#) about you when it's reasonably necessary for, or directly related to, our functions or activities. More information about [what we do](#) is available on our website.

We may collect [sensitive information](#) about you:

- where you consent
- when the collection is authorised or required by law
- where the collection is otherwise allowed under the Privacy Act.

The kinds of personal information we collect depends on our relationship and interactions with you. This may include:

- identity information such as name, date and place of birth, gender, signature, and copies of identity documents
- images (e.g. photos or video recordings)
- address

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- contact details
- bank account details
- identifiers such as Centrelink Customer Reference Number (CRN)
- payments or services we provide
- communication preferences, such as:
 - if you require an interpreter
 - the types of news you would like to receive from us
- correspondence and details of communications/interactions with us, social services portfolio agencies, Ministers and Assistant Ministers
- information about your background and circumstances, for example:
 - education
 - employment history
 - residency or visa status
 - financial information/situation
 - Court documents, such as parenting orders
 - compensation claims and determinations
 - applications and claims you have made
- information about family and other related persons, including nominees or authorised representatives, nominees and treating professionals

The kinds of sensitive information we may collect include:

- health information such as:
 - functional impairment or disability
 - goals for your NDIS plan
 - support requirements
 - medical treatment and treating practitioners
- cultural or linguistic background

- criminal history

We may also collect information about your use of our digital services when you interact with us online. Further information about this is provided below: 'Online and digital interactions'.

3. Why we collect personal information

The NDIS provides funding to eligible people with disability to gain more time with family and friends, greater independence, access to new skills, jobs, or volunteering in their community, and an improved quality of life.

The NDIS also connects anyone with disability to services in their community. This includes connections to doctors, community groups, sporting clubs, support groups, libraries and schools, as well as providing information about what support is provided by each state and territory government.

We collect, hold, use and disclose your personal information for the following purposes:

1. To deliver the NDIS, which includes:

- helping people with a disability to, among other things, access supports and services
- developing and enhancing the disability sector and building community awareness
- collecting, analysing and exchanging data about disability and the supports for people with disability
- undertaking research and evaluation relating to disabilities, the supports for people with disability and the social contributors to disabilities
- providing information to participants, providers, health service providers and the public
- managing, and advising and reporting on, the financial sustainability of the NDIS
- to comply with our legal obligations
- to engage with providers and participants, including by providing information about services and supports that may be available to participants.

2. To make decisions about the NDIS including:
 - access to the NDIS
 - the approval, reassessment, variation, suspension and review of participant plans
 - requests to participants, or any other persons, for information to be provided to the NDIA for the purposes of preparing and reviewing participant plans, for ensuring the integrity of the NDIS and for the recovery of debts
 - appointment, suspension and cancellation of a nominee of a participant
 - provider and participant compliance with pricing arrangements and operational guidelines
 - the recovery of debts from persons who were not entitled to receive payments under the NDIS.
3. To conduct our operation of the NDIS, including general business functions, such as
 - recruitment and security assessment of prospective staff (including ongoing employees, non-ongoing staff and contractors)
 - managing employees
 - managing contracts and funding agreements
 - fraud and compliance investigations
 - audits (both internal and external)
 - complaints (including privacy complaints), feedback or enquiries made to the NDIA
 - surveillance when you visit any of the NDIA physical locations
 - telephone calls in and out of the National Contact Centre
 - requests made under the *Freedom of Information Act 1982* (Cth)
 - legal matters, which may include obtaining legal advice from internal and external lawyers.

4. How we collect information

We collect personal information when you provide it to us, for example when you:

- apply for and use our services
- contact us to make an enquiry or provide feedback, including through our websites or social media platforms
- participate in one of our surveys
- request communications from us or subscribe to our newsletters
- interact or engage with us through our website, social media platforms, or Participant research activities
- complete any forms
- attend our events or information sessions
- visit, mail or telephone our offices
- become a supplier or contractor that provides a service or product to the NDIA
- otherwise interact with us.

We may collect your personal information indirectly:

- via manual or electronic visitor sign-in and security surveillance at our offices
- from third parties, including:
 - your authorised representatives
 - child representatives, such as parents or legal guardians
 - disability support providers, Partners in the Community (Partners), state and territory governments, other Commonwealth government entities, publicly available information,
 - our contracted service providers
- when you interact with us online or through digital channels – see the section on [Online and digital interactions](#) below for further information.

5. Online and digital interactions

5.1 Cookies

Cookies are small data files transferred onto computers or devices by websites for record keeping purposes and to enhance functionality on the website. Most browsers allow you to choose whether to accept cookies or not. If you do not wish to have cookies placed on your computer, please set your browser preferences to reject all cookies before accessing our website. However, please note that if cookies are disabled, this may affect certain features that personalise our website.

We use a session cookie for maintaining contact with a user throughout a web browsing session. At the end of the session, the user may choose to manually logoff and the cookie is immediately deleted. If a person does not logoff at the end of the session, we will automatically log that person off after about 20 minutes. This will ensure that no other person has access to this information.

5.2 NDIS website – [ndis.gov.au](https://www.ndis.gov.au)

When you visit our website, we use cookies to collect the following kinds of information:

- your IP address
- the date and time of your visit
- the pages you accessed and the documents you downloaded from our website
- the search terms you used
- your top level domain name (such as .com, .gov.au)
- your network location name (such as your internet service provider or organisation's name)
- your email address (if you provide it)
- any cookies that your browser has presented to our server.

This information is used to improve our website and services, and may also be used to secure our network or mitigate security threats where necessary.

The statistics and log files may be preserved and used to prevent security breaches and to ensure the integrity of the information supplied by the website.

5.3 Google Ads

We use Google Ads for marketing and analytical purposes. Google Ads uses cookies when a user visits our website. The user may then be served an advertisement relating to us when using websites that show ads using Google AdSense. Users who download similar apps to ours may also be served an advertisement relating to us when using websites that show advertisements using Google AdSense.

These cookies collect anonymous, non-identifiable data, including browsing data. They will be deleted after 90 days or when a user clears their cache. The NDIA may receive aggregated, non-identifiable data from Google Ads for analytical purposes.

5.4 Social media

We use a number of social media platforms such as Facebook, X, LinkedIn, Instagram, YouTube and others. We may collect your personal information when you communicate with us via these platforms.

We also use YouTube to host videos that are embedded on our website. These embedded videos use YouTube's Privacy Enhanced Mode. When you play an embedded video from our website, the video and associated assets will load from the domain www.youtube-nocookie.com, and other domains associated with Google's YouTube player.

Third party social media service providers may collect your personal information for their own purposes. The NDIA is not responsible for the privacy practices of third party providers and encourages you to check the third party websites for more information about their terms of service and privacy policies.

5.5 NDIS web portals

We provide secure web based services through our portals, including my NDIS provider portal, my NDIS participant portal and myplace, our participant and provider portals. These portals are delivered by Services Australia through myGov. Further information about privacy and security relating to myGov is available here: [Privacy and security | myGov](#) and at [my NDIS participant portal and app | NDIS Improvements](#).

5.6 My NDIS App

The NDIS Participant Mobile Application (mobile app) named my NDIS app is for NDIS participants and their authorised representatives to view plan information and

supports funded through the NDIS. We will collect personal information from you when you use the mobile app, including when you upload supporting documents, provide information or feedback to us.

Further information about privacy and security relating to the my NDIS App is available here: [my NDIS participant portal and app | NDIS Improvements](#).

5.7 Communication and engagement platforms

We use a number of third party platforms (such as Salesforce) to deliver our messages, communications and news. When we do this, we will collect some information about you (see [What we collect above](#), and [Communication and engagement platforms below](#)) to:

- create, send and manage communications relating to the work of the NDIA
- measure communications campaign performance
- improve the features for specific segments of customers.

5.8 Event registration

The NDIA uses third party service providers (including third party platforms) to manage ticketing, registration and promotion of NDIA events.

If you visit and register for our events using third party services, your information will be sent to servers used by those third parties, which may be located in Australia or overseas.

When registering for a NDIA event via a third party, you must agree to their Terms of Service, read their Privacy Policy and agree that the third party can share your information with us.

5.9 Third party websites

The NDIA's website may contain links to other external websites. Linked websites are outside of our control and are not covered by this Privacy Policy. We make no representations or warranties in relation to the privacy practices of any third party website owners or operators.

Links to external websites do not constitute an endorsement or recommendation of any material on those sites, or of any third party products or services offered by, from or through those sites.

6. Use and disclose personal information

In addition to the Privacy Act and APPs, the NDIS Act contains secrecy provisions which restrict the purposes for which certain 'protected information' may be used or disclosed. Unauthorised use or disclosure of protected information is an offence under section 62 of the NDIS Act.

6.1 General use and disclosure purposes

We use and disclose personal information where it is reasonably necessary to enable us to perform our functions and activities. Some examples include:

- delivering the NDIS and our related functions (for example, quality assurance purposes, training or education, and purposes related to improving our services)
- referrals to external providers of supports for NDIS participants, or sharing information with support coordinators, plan managers or recovery coaches where this is required for services included in an approved NDIS plan
- monitoring and investigating security risks
- managing risks to the financial sustainability of the scheme, including fraud risks, and
- when we engage a contractor to provide NDIS services on our behalf.

6.2 Communication and engagement activities

Your personal information may be used to provide you with information and news about the NDIS, our services and events.

Communications may be sent by the NDIA (or our contracted service providers), including via third party platforms in various forms including email, SMS, phone or post, in accordance with applicable laws governing these activities including the Privacy Act and *Spam Act 2003*.

You can opt out of these communications and our mailing lists by using the opt out mechanism included in the communications (usually by clicking the 'unsubscribe' button in the email), or by contacting us using any contact method below.

6.3 Feedback

We may use your personal information to seek feedback from you regarding your level of satisfaction with our services.

6.4 Other purposes

We will generally only deal with your personal information for the primary purpose for which it was collected.

If we need to use or disclose your personal information for another purpose, we will only do so where:

- you have given consent
- this is authorised or required by law, or
- as otherwise permitted under the Privacy Act and NDIS Act secrecy provisions.

6.5 Third party disclosures

The kinds of third parties to whom we may disclose your personal information include (but are not necessarily limited to):

- our contracted service providers who deliver services to us or on our behalf
- our professional advisers (for example, lawyers, auditors and consultants)
- law enforcement agencies (such as the Australian Federal Police);
- other state, territory or Commonwealth government agencies (such as the Australian Taxation Office, the Department of Social Services or Services Australia)
- courts and tribunals
- providers
- Ministers, parliamentary staff and committees exercising their oversight functions.

Where possible, we will seek to de-identify information before providing it to a third party outside the NDIA.

We rely on contracted service providers and professional advisers to undertake certain roles on our behalf. These third parties have access to our records and may

use those records to facilitate your access to the NDIS or to implement your NDIS plan. When we engage such third parties, we put arrangements in place, including contractual agreements where possible, to ensure that your personal information is protected.

If you apply to become a participant in the NDIS, you will be asked to provide your consent for us to share your personal information with third parties such as medical practitioners, accommodation facilities, support coordinators and other government entities. This is required as part of assessing whether you meet the access requirements for the NDIS, and to prepare and implement your plan if you become a participant.

6.6 Overseas disclosures

We may engage contracted service providers who are located or store data on servers outside Australia, for the purposes of:

- performing functions or activities on our behalf, or
- delivering services to us (for example, third party platform providers).

We may also disclose your personal information to overseas recipients, where:

- you have consented to the disclosure
- the disclosure is required or authorised by law, or
- the disclosure is otherwise permitted under the Privacy Act and NDIS Act secrecy provisions.

However, you may contact us to find out which countries, if any, your information has been given to. Please contact us on the details below if you have any queries about the countries in which overseas disclosure recipients of your personal information (if any) are be located.

7. Storage and security

We store personal information in a range of hard copy and electronic forms.

All hard copy records are held in Australia.

All personal information in digital records is held in our cloud storage on servers located in Australia. The NDIA retains effective control over any personal information held on those servers.

We take all reasonable and appropriate steps to protect personal information from misuse and loss, as well as from unauthorised access, modification or disclosure, including by:

- implementing security controls in accordance with the Australian Government's [Protective Security Policy Framework](#) (PSPF) and the [Information Security Manual](#) (ISM)
- adhering to other Australian Government frameworks, legislation, policies, guidelines and standards relating to privacy, data security and records management
- taking reasonable steps to destroy, delete or de-identify personal information that is no longer needed for business purposes, subject to any legal requirements to retain it (e.g. obligations under the *Archives Act 1983*, court/tribunal orders).

8. Accessing and correcting your personal information

You have a right to request access to personal information we hold about you, and to request its correction. We will respond to requests for access or correction within 30 days.

There are a number of ways to access and correct your personal information.

Please see our [Access to Information](#) page for more information.

To request access to, or correction of, your personal information:

- if you are a participant or registered provider, we recommend checking the participant portals or mobile app and provider portals as a first step to see what information we hold about you, or
- please contact our Privacy Officer on 1800 800 110 to discuss your request, and/or
- email our Privacy Officer at privacy@ndis.gov.au to make a request under either the Privacy Act, the *Freedom of Information Act 1982* (FOI Act), or another arrangement.

We may need to verify your identity before processing your request.

We will respond to access and correction requests within 30 days. We must give you access to or correct your personal information unless an exception under the Privacy Act applies. If a request is refused:

- we will provide you with reasons for the decision
- in the case of a refusal to correct personal information – you may request that we associate with the information a statement reflecting your view that the information is inaccurate, out of date, incomplete, irrelevant or misleading.

9. Privacy complaints

If you think the NDIA may have breached our privacy obligations in relation to the handling of your personal information, you may make a complaint by contacting us using the contact details set out below.

Your complaint should be made in writing and include contact details for communicating with you, and all relevant details to enable us to understand, investigate and assess the matter.

We will respond to your complaint within a reasonable timeframe. We are committed to quick and fair resolution of any complaints and will ensure your complaint is taken seriously. You will not be victimised or suffer negative treatment if you make a complaint.

If you are not satisfied with the outcome of the complaint or the way it was handled by us, you can lodge a complaint with the Office of the Australian Information Commissioner (OAIC). Further information about how to do this is available on the [OAIC website](#).

The OAIC is independent of the NDIA and has the power to investigate complaints about possible interferences with a person's privacy. It is usually best to contact us first about any privacy concerns. This is because the OAIC will generally ask us to investigate the matter first and provide it with our findings concerning the matter.

We comply with the Privacy Act in handling privacy breaches and will notify affected individuals and the OAIC of serious data breaches where appropriate.

10. Contact us

10.1 General enquiries and requests to access or correct personal information

If you would like to:

- ask questions about how your personal information is collected, held, used or disclosed
- ask questions about this Privacy Policy, or request a copy of this Policy in another format (e.g. hard copy)
- obtain access to or seek correction of your personal information

please contact the NDIA using the following contact details:

- email: privacy@ndis.gov.au
- telephone: 1800 800 110
- post: NDIA Privacy Team, GPO Box 700, Canberra ACT 2601.

10.2 Privacy complaints

If you wish to make a complaint about a breach of your privacy, please contact the NDIA using the following contact details:

- email: complaints@ndis.gov.au
- telephone: 1800 800 110
- online: [Contact and feedback form | NDIS](#)

10.3 Accessibility services

If you need assistance contacting the NDIA through the [National Relay Service](#) (a service provided by the Australian Government to assist people who are Deaf or have a hearing or speech impairment) call 1800 555 677 then ask for 1800 800 110.

10.4 Phone calls from the NDIA

If you are ever unsure about whether a person calling you is from the NDIA, or one of our partners, before you give them any information, you should ask the person to verify your NDIS reference number. Alternatively, you should take their name and number and call the NDIA back.

If you think you may have been contacted by someone wrongly claiming to be from the NDIA, please contact us by emailing feedback@ndis.gov.au or calling 1800 800 110.

National Disability Insurance Agency

[ndis.gov.au](https://www.ndis.gov.au)

Telephone 1800 800 110

Webchat [ndis.gov.au](https://www.ndis.gov.au)

Follow us on our social channels

[Facebook](#), [Twitter](#), [Instagram](#), [YouTube](#), [LinkedIn](#)

For people who need help with English

TIS: 131 450

For people who are deaf or hard of hearing

TTY: 1800 555 677

Voice relay: 1800 555 727

National Relay Service: relayservice.gov.au