



Privacy Collection Notice – NDIS Digital Platforms

The National Disability Insurance Agency (**NDIA/we/our**) is an Australian government agency responsible for delivering the National Disability Insurance Scheme (**NDIS**). The NDIS is a way of providing support for people with a disability, their families and carers.

The NDIA has the following digital platforms to enable NDIS participants and their authorised representatives to access information about their NDIS plan and budget, and to provide a means for them to make a claim for supports:

- the 'my NDIS participant portal';
- the 'myplace portal'; and
- the 'my NDIS' mobile application (for both iOS and Android);

(collectively referred to as the '**digital platforms**').

When you use the digital platforms, we will ask you for some personal information. This privacy collection statement explains:

- what information we will collect about you when you use the digital platforms;
- how we will collect information about you through the digital platforms;
- why we collect, use and share your information in connection with the digital platforms;
- how we will store and protect your information collected through the digital platforms; and
- how you can contact us and access your information.

The NDIA is required to handle your personal information in accordance with the *National Disability Insurance Scheme Act 2013* (Cth) (**NDIS Act**) and the *Privacy Act 1988* (Cth) (**Privacy Act**).

This Privacy Collection Notice is also supplemented by the NDIS Privacy Policy, which sets out additional information regarding the above matters. You can read the Privacy Policy at: www.ndis.gov.au/privacy.

What we collect

When you use the digital platforms, we will collect a range of personal information (some of which may be sensitive information) about you or the participant you represent, including:

- name, contact details, date of birth, gender and age, including proof of identity documents;
- NDIS number;
- health information, such as information about health or disability, doctors seen or health services received;
- details of guardians and nominees, including names, addresses and contact details;
- Centrelink Customer Reference Number;
- enquiries, details of feedback or complaints about services provided by us if you provide it to us including your experience using the digital platforms;
- copies of quotes and invoices relating to support requirements;
- documents relating to access, planning and reviews;
- bank account details;
- employee records;
- information about your navigation through and use of the digital platforms;
- myGov user profile and other information, including your date of birth, names, contact details, your 'identity strength' and authentication method in myGov, last-updated timestamps and MBUN;
- information about you included in supporting documents you upload using the digital platforms;
- digital platform user login information;
- information about the roles of the users (Participant, Nominee or Child Representative);
- demographics, geographic location, and the date and time a person logs on;
- information about claims, including new claims and cancellation of claims;
- information about type of documents uploaded;
- server (IP) address and machine name;
- location details such as longitude, latitude, city, region and country;
- date and time of visit to the digital platform;
- top level domain name;
- pages accessed and documents downloaded within the digital platforms;
- number of bytes transmitted and received for each request; and
- information about the device you use to access the digital platforms, such as the type and model of the device and the software platform it uses and type of browser.

No other information regarding previous sites or pages visited outside the digital platforms will be collected by the NDIA.

How we collect your information

We will collect your personal information when you use the digital platforms, including when you register for, upload supporting documents, provide information, make an enquiry or provide feedback via the digital platforms, along with through the use of cookies and website traffic monitoring.

Why we collect your information

Personal information is collected by the NDIA for the purpose of carrying out its functions under the NDIS Act and to inform the delivery of NDIS services generally. The NDIA also collects your personal information via the digital platforms for the purpose of:

- delivering the services offered via the digital platforms to you;
- improving the digital platforms; and
- detecting and preventing fraud.

If the personal information is not collected, we may not be able to provide you with these services through the digital platforms.

The digital platforms cannot be used anonymously. You must provide identification before you use them. As a result, we will collect personal information about you when you use the digital platforms which will occur only once you have entered any of the digital platforms.

If you are using the digital platforms on behalf of someone else, we will verify that you are authorised to do so under the NDIS Act.

Why we share and use your information

We will use the personal information collected via the digital platforms for the purposes for which it was collected or otherwise as authorised or required by law. This may include:

- using your myGov authentication and identity verification information to link your myGov account to the my NDIS mobile application and to verify your identity;
- using and disclosing the information contained in any documents you upload to accompany a claim for the purposes of arranging payment of the claim and verifying the claim; and
- using information about login attempts to protect your NDIS account from unauthorised users.

Where necessary for the delivery of NDIS services to you, we will copy information from the digital platforms to NDIS business systems.

We may also use or share your information for other purposes related to your NDIS plan. Where necessary, this includes sharing your personal information with third parties for the purpose of delivering the NDIS.

We may also use or share your information with our contracted service providers for the purposes of performing functions or activities on our behalf or delivering services to us. This includes third party platform providers and Services Australia.

Some service providers are located or store data on servers outside Australia. These other countries may include Belgium, Canada, France, Germany, India, Ireland, Israel, New Zealand,

Norway, Singapore and United States of America.

We may also use your personal information, or share it with another organisation or government agency, for another purpose if:

- you consent; or
- we are required or authorised by law, including under the NDIS Act; or
- it is necessary to lessen or prevent a serious threat to the life, health or safety of an individual.

Where authorised to do so under the NDIS Act, we may also use your personal information and share it with others for the purposes of detecting, preventing and investigating suspected instances of unlawful activity or breaches of the digital platforms Terms of Use.

How we store and protect your information

The NDIA will take reasonable steps to prevent your personal information from misuse, interference and loss and from unauthorised access, modification or disclosure.

Storage of personal information (and the disposal of information when no longer required) is managed in accordance with the Australian Government records management regime, including the *Archives Act 1983*, agency-specific records authorities and general records authorities. This ensures your personal information is held securely.

The NDIA retains effective control over any personal information held on our cloud, and the information is handled in accordance with the Australian Privacy Principles.

When we engage external service providers, we put arrangements in place, including contractual agreements where possible, to ensure that your personal information is protected.

How to access your information

Our Privacy Policy contains more information about how you can access any personal information that we hold, and how to seek correction of that personal information. It also contains information about how to make a complaint about a breach of the Australian Privacy Principles, as set out in the Privacy Act.

How to contact us

The NDIA can be contacted by:

- email: feedback@ndis.gov.au;
- post: National Disability Insurance Agency, GPO Box 700, Canberra ACT 2601; and
- phone: [1800 800 110](tel:1800800110)

NDIS office locations can be found at [Offices and contacts in your area | NDIS](#)

More information

More detailed information about the way the NDIA handles your personal information, including how to access your information, is set out in our comprehensive Privacy Policy at [Privacy | NDIS](#).

Last updated 14 December 2025