On this page:

National Disability Insurance Agency Privacy Policy

The National Disability Insurance Agency (NDIA) Privacy Policy sets out in detail how the NDIA handles your personal information, including:

- when we collect information about you
- how we use your personal information
- who your personal information may be shared with
- your choices about the way that we use your information.

This policy also provides guidance about how personal information held by the NDIA can be accessed or corrected.

The NDIA Privacy Policy is relevant to individuals who interact with, or are considering interacting with, the NDIA or the National Disability Insurance Scheme (NDIS).

You can read the NDIA Privacy Policy in full below:

- Privacy Policy (PDF 296KB)
- Privacy Policy (DOCX 350KB)

You can also view it in easy read.

- Privacy Policy Easy Read (PDF 328KB)
- Privacy Policy Easy Read (DOCX 207KB)

Privacy Collection Notices

In addition to the Privacy Policy, a Privacy Collection Notice may be provided by the NDIA that contains important information about a specific collection of personal information, such as when you download the my NDIS mobile App.

Our Privacy Collection Notices are available here:

- NDIS Mobile Application
- my NDIS participant portal and app
- myplace provider portal and resources

Frequently asked privacy questions

You can read the Privacy FAQs here.

Privacy Impact Assessment Register

The Privacy (Australian Government Agencies – Governance) Australian Privacy Principles Code 2017 (Cth) (the Code) requires the NDIA to conduct a Privacy Impact Assessment (PIA) for all projects that involve personal information.

This Register lists PIAs completed since the Code came into effect on 1 July 2018.

Reference	Date	Description
5575	August 2019	Partner Access to the NDIA Staff Portal (Partner Portal)
7607	December 2019	NDIA Business to Government Application Programmable Interface Phase 1
8600	April 2020	Bring your own device
12614	June 2020	NDIA Business to Government Application Programmable Interface Phase 2
15044	October 2020	ACE Foundation Program (Release 1)
17910	March 2021	Future Operating Environment
16871	May 2021	NDIA Monitoring Aggregator
20095	June 2021	Participant Portal Refresh Project
24616	November 2021	Eligibility Integrity Uplift Project
23858	December 2021	Assisting NDIS Participants with COVID-19 Vaccinations

Reference	Date	Description
24184	March 2022	Object Storage and Analysis Service Project (OSAS) (Phase 1)
28721	October 2022	3P Project
31547	November 2022	Processes in 3P (Participants, Platforms and Processes) Improvement Initiative
29485	December 2022	Dynatrace
29569	June 2023	Staff Identity and Access Management Project
34370	June 2023	National Contact Centre Transformation Strategy
37680	July 2023	Migration of the i2 iBase Case Management System
34617	October 2023	ASIC Data for NDIA Project
34638	December 2023	Insider Threat Risk Assessment (DTEX InTERCEPT Platform).

For further information, please email privacy@ndis.gov.au.

Last updated: December 2023

How can I make a complaint about privacy at the NDIA?

Contact us:

Call 1800 800 110 weekdays 8am to 8pm

Email privacy@ndis.gov.au

If you have a complaint visit this page.

Contact us accessibility services

Translating and interpreting

For a free-of-charge translator or interpreter phone **131 450**

If you have hearing or speech loss

TTY: **1800 555 677**
Speak and Listen: **1800 555 727**

National relay service

Visit the National Relay Service website or phone **1800 555 727** then ask for **1800 800 110**

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