

# my NDIS Participant Portal Privacy Notice

## Privacy Notice

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 my NDIS portal is an NDIA website for NDIS participants and their representatives authorised under the National Disability Insurance Scheme Act 2013 (NDIS Act). It provides participants and their authorised representatives with access to information about their NDIS plan and budget and provides a means for them to make a claim for supports.

This privacy collection statement explains:

* What information we will collect about you when you use the my NDIS Participant Portal
* How we will use and disclose information about you
* How we will store and secure information about you
* How you can access and correct information that we hold about you.

### Personal Information

When you use the my NDIS portal we will handle some or all of the following personal information about you or the participant you represent:

* name, contact details date of birth and age, including proof of identity documents
* gender, details about physical or mental health, including disabilities
* information about support requirements including:
* copies of quotes and invoices
* internal deliberative documents relating to access, planning and reviews
* details of guardians and nominees, including names, addresses and contact details
* Centrelink Customer Reference Number (CRN)
* details of feedback or complaints about services provided by us
* bank account details
* employee records
* ‘health information’, such as information about health or disability, doctors seen or health services received.

The NDIA is required to handle your personal information in accordance with the NDIS Act and the Commonwealth Privacy Act 1988.

### Collection

The my NDIS portal cannot be used anonymously. You must provide identification before you use it. As a result, we will collect personal information about you when you use the my NDIS Participant Portal.

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

We will collect personal information when you upload documents through the my NDIS portal.

We may collect personal information if you use the ‘feedback’ section to tell us about your experience using the my NDIS portal.

When you use the my NDIS portal the following information may be collected about your use of the my NDIS portal:

* server (IP) address and machine name
* location details such as longitude, latitude, city, region and country
* date and time of visit to the site
* top level domain name
* pages accessed and documents downloaded
* number of bytes transmitted and received for each request
* previous site or page visited
* search terms used
* type of browser and device used.

The NDIA may use this information for data analysis about the operation of the my NDIS portal.

The NDIA may also collect the following information about your use of the my NDIS portal to obtain data to support decision-making about NDIS services:

* user login information, including Participant 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.

Collection of this data is to inform delivery of NDIS services generally. It is not intended to lead to collection of information about individual users of the my NDIS portal.

### Purpose

If the personal information is not collected as described we may not be able to provide you with these services through the my NDIS Participant Portal.

Personal information that we collect when you use the my NDIS Portal will be used by the NDIA to enable you to use the my NDIS Portal and to:

* Provide feedback on your experiences using the my NDIS Portal
* View Plan dates and days remaining
* View claims details
* View your current plan
* View your current budget
* Submit claims (with ABN or exceptions)
* View and export claims history
* Search claims
* Upload documents with a claim
* View your user account information
* Download your plan; and
* Receive correspondence.

We may also use your information to personalise, measure and improve the services provided through the my NDIS Portal.

Personal information is collected by the NDIA for the purpose of carrying out its functions under the NDIS Act.

### Use and disclosure

The NDIA will use and disclose the personal information collected through your use of the my NDIS portal to assist you to access information about an NDIS plan and budget, to make claims for payments for supports, access information about previous claims, view account information, access correspondence, and obtain feedback from you.

We will use and disclose the information contained in any documents you upload with a claim for the purposes of arranging for payment of the claim and verifying the claim.

We will use and disclose the personal information collected through your use of the my NDIS portal to replicate information which is stored in the current portal to the new my NDIS portal, which has greater functionality. The purpose of replicating this information is to allow the NDIA to better carry out its functions under the NDIS Act.

We may also use or disclose it for other purposes related to your NDIS plan.

We will only use your personal information, or disclose it to another organisation or government agency, for the purposes we have described or for another purpose if:

* you consent, or
* required or authorised by law, including the NDIS Act, or
* 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 disclose it to others for the purposes of detecting, preventing and investigating suspected instances of unlawful activity or breaches of the my NDIS portal Terms of Use.

We will not disclose the personal information you provide to us to any overseas recipient.

### Feedback

There is a ‘feedback’ section for you to provide us with feedback on your experience using the my NDIS portal. Any information you enter into the ‘feedback’ section will be collected by the NDIA and used to assess and improve the services delivered through the my NDIS portal.

This feedback section is only for you to give us feedback on the my NDIS portal. You cannot use it to give feedback on any other NDIA services or about any NDIS support service providers. We will not take action on any feedback that is not about the my NDIS portal.

If you would like to make a complaint or provide feedback about anything else related to the NDIS please visit [Feedback and complaints | NDIS](https://www.ndis.gov.au/contact/feedback-and-complaints).

### More information

More detailed information about the way the NDIA handles your personal information is set out in our comprehensive Privacy Policy at [Privacy | NDIS](https://www.ndis.gov.au/about-us/policies/privacy).

### Contact

The NDIA can be contacted:

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

NDIS office locations can be found at [Offices and contacts in your area | NDIS](https://www.ndis.gov.au/contact/locations)