



NDIS Mobile Application Privacy Notice

The National Disability Insurance Scheme (NDIS) Participant Mobile Application (mobile app) named my NDIS is for NDIS participants and their authorised representatives.

The mobile app is for participants to view supports funded through the NDIS. It lets NDIS participants and authorised representatives:

- Provide feedback on your experiences using the mobile app
- View plan dates and days remaining
- View claims details
- View your current plan
- View your current budget
- Submit claims (with ABN or exceptions)
- Search claims
- Upload documents with a claim
- View your user account information; and
- Download your plan.

When you use this mobile app, we will ask you for some personal information. We explain what we will do with this information below.

The information we collect

We will collect your personal information so that you can access supports under the NDIS.

We will collect:

1. your full name
2. your date of birth
3. your NDIS number
4. information in supporting documents you upload to the mobile app
5. login attempts and failures.

We collect this information to:

1. confirm who you are
2. confirm that you are allowed to access your NDIS account
3. deliver supports to you
4. protect your NDIS account.



Delivered by the
National Disability
Insurance Agency

How we use your information

When you log into the mobile app, we will use your name, date of birth and NDIS number to confirm who you are and that you are allowed to access your NDIS account.

We will use the personal information you give us through the mobile app to deliver supports and services to 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 information about login attempts to protect your NDIS account from unauthorised users.

We will share your personal information with Services Australia so that we can deliver supports to you.

Your consent

By downloading the app you confirm you agree:

- to share your personal information with the National Disability Insurance Agency for the purpose of delivering supports or services to you
- to share your personal information with Services Australia for the purpose of delivering supports or services to you
- you have read and understood our Privacy Notice.

More information

You can find more information in our [Privacy Policy](#).