



Privacy Collection Notice - NDIS Mobile Application

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

When you use this mobile app, we will ask you for some personal information. This privacy collection statement explains:

- what information we will collect about you when you use the mobile app
- how we will collect information about you
- why we collect, use and share your information
- how we will store and protect your information, 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**).

What we collect

When you use the my NDIS app 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 and age
- your NDIS number
- information in supporting documents you upload to the mobile app
- login attempts and failures.

How we collect your information

We will collect personal information when you use the mobile app, including when you upload supporting documents, provide information or feedback to us and 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.



Delivered by the
National Disability
Insurance Agency

The mobile app allows participants and their authorised representatives to:

- view your current budget
- view supports funded through the NDIS
- submit claims (with ABN or exceptions)
- upload documents with a claim
- search claims
- check provider claims
- view claims details
- view your current plan
- view plan dates and days remaining
- download your plan
- view your user account information
- obtain feedback on your experience using the mobile app, and
- receive notifications.

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 mobile app.

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

The mobile app 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 mobile app to make sure we verify that you are able to access the mobile app.

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

Why we share, use and disclose your information

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 to accompany 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. Where necessary for the delivery of NDIS services to you, we will also replicate information held on the mobile app to also be stored on the previous business system.

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

How we store and protect your information

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.

All personal information collected that is held by the NDIA is stored on servers located in Australia. The NDIA retains effective control over any personal information held by the NDIA, and the information is handled in accordance with the Australian Privacy Principles.

Any information disclosed to external consultants will be handled in accordance with the Privacy Act and stored in accordance with agreed security protocols.

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:

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

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

Confirmation and consent

By downloading the mobile app, you confirm you consent to the NDIA collecting your personal information and handling your personal information in accordance with this privacy notice and the NDIA's privacy policy.

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](#).

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