



Privacy Collection Notice - NDIS Mobile Application

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

When you use the 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 App;
- how we will collect information about you through the App;
- why we collect, use and share your information in connection with the App;
- how we will store and protect your information collected through the App; 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 App we will collect a range of personal information (some of which may be sensitive information) about you or the participant you represent, including:

- your name, contact details, date of birth and age;
- your NDIS number;
- information about you included in supporting documents you upload to the App;
- information about your navigation through and use of the App; and
- myGov authentication and identity verification information.

How we collect your information

We will collect your personal information when you use the App, including when you register for, upload supporting documents or provide information or feedback to via the App.

Why we collect your information

We collect your personal information via the App for the purpose of:

- delivering the services in the App to you;
- improving the App; and
- detecting and preventing fraud.

Why we share, use and disclose your information

We will use the personal information collected via the App for the purposes for which it was collected or otherwise as authorised or required by law. Specifically, we will:

- use your myGov authentication and identity verification information to link your myGov account to the App and to verify your identity;
- 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;
- use information about login attempts to protect your NDIS account from unauthorised users; and
- disclose your personal information to Services Australia to help us deliver supports to you.

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.

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:

1. email: feedback@ndis.gov.au;
2. post: National Disability Insurance Agency, GPO Box 700, Canberra ACT 2601
3. 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](#).