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## Privacy explained

Privacy means things we know about you and what we do with what we know. There are laws to protect your personal information.

Personal information could be about:

- your name
- where you live
- your date of birth
- your health or disability information.

We will keep your information private and will not tell people about it unless we have to.

## What information we keep

We keep personal information about different people. For example people who use the NDIS, our staff and disability service providers.

The personal information we keep is your name, your bank account, information about your disability, what supports you get.

We will not tell anyone about your personal information.

## How we get personal information

We get personal information from you or someone who helps you with the NDIS. For example a carer, disability service providers, or other government departments.

You can give [consent](#) for other people to give us your information. Consent means you say yes.

You do not have to give us all your personal information. If you do not consent we might not give you an NDIS plan or supports you need.

We might ask you for your information by phone, by email, in person.

If you are not sure the person you speak to is from the NDIS you can:

- ask them to say your NDIS reference number
- call the NDIS and ask for the person.

If you think you spoke to someone who is not from the NDIS:

- do not tell them your personal information
- email [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)
- call 1800 800 110.

## **How we use personal information**

We use personal information to help us give you services, manage the NDIS, and contact you.

We might need to tell other people about you because they help with your NDIS plan or give you supports you need.

When you get an NDIS plan you consent for us to tell service providers about you.

## **How we keep personal information safe**

We keep paper records safe in our offices. Our offices have secure access where you need a special pass to get in the building.

We keep information on our computers safe and we only tell people your information if the law says they can know.

## **About our website and social media**

We might find out your personal information from our:

- website
- myplace or my NDIS portal or my NDIS app
- social media.

We get information about how people use our website. For example:

- what website pages people look at

- what documents people look at online
- what people search for online.

You can see the personal information we have about you on the myplace or my NDIS portal or app.

You can tell us if the personal information we have about you is wrong.

We can tell other service providers about changes to your personal information for you.

## NDIA 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.

The NDIA privacy policy is relevant to individuals who interact with, or are considering interacting with, the NDIA or the NDIS.

You can download the NDIA privacy policy below:

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 app.

Our Privacy Collection Notices are available here:

- [participant portals and app](#)
- [provider portals](#)

## Protecting your personal information after a data breach

The NDIA takes the protection of individuals' data and information security extremely seriously. We have systems and processes in place to protect participants' and other stakeholders' information.

You can be a target of identity theft and fraud if your personal information is exposed in a data breach.

A data breach is when personal information is accessed, disclosed or used without authorisation. Identity theft and fraud can have serious implications. This can include financial loss and emotional harm.

### Previous large data breaches

For information on specific large data breaches, you can visit:

- [Optus cyberattack](#)
- [Medibank Private and AHM cyberattack](#) .

## How you can protect your personal information after a data breach

There are actions you can take to reduce the risk of harm if your personal information was accessed after a data breach. You can:

1. Stay alert to increased [scam activity](#), particularly email and SMS or telephone phishing scams. These scams look like they come from an organisation you know but are fake.
2. Do not click on any suspicious links or provide your passwords or any personal information. Always refuse any unprompted request from an individual to access your computer even if they say they are from a credible organisation.
3. Change your online account passwords. Always use strong passwords. The [Australian Cyber Security Centre](#) has guides on good password practices.
4. Enable multi-factor authentication for your accounts where possible. This means using extra checks to prove your identity.
5. Install up-to-date anti-virus software on any devices you use to access your online accounts.
6. Monitor your bank account transactions and check your credit report to see if it has any unauthorised loans or applications.

For information on protecting your myGov, Centrelink, Medicare and Child Support accounts, visit the [Services Australia](#) website.

## How the NDIA protects your personal information after a data breach

When a data breach happens, we take extra steps to protect your personal information and NDIS account.

These steps include:

- We will try to identify if you are affected by the data breach so that we can take appropriate actions.
- If you are affected, we may contact you with information about protecting yourself and supports available to you.
- We actively monitor your accounts for irregular activity.
- If we identify unauthorised activity on your account, we'll review it and take appropriate actions.
- We may take extra steps to verify your identity when you contact us. This is to make sure we are speaking with the right person.

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

To make a complaint, you can get in touch by:

- calling us on 1800 800 110
- emailing [privacy@ndis.gov.au](mailto:privacy@ndis.gov.au)
- submitting your complaint through our [service hub](#)
- [visiting your local office](#) in person.

## 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 list

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
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

Reference	Date	Description
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	Investigations analysis capabilities
41696	March 2024	Purview eDiscovery Project
50392	August 2024	Microsoft Viva Insights Pilot
57326	August 2024	Blended Payments Initiative
48938	October 2024	CDoF Data Platform
52474	October 2024	Simply Stakeholders (Darzin Software)
52472	October 2024	Darzin/Simply Stakeholders
53178	December 2024	Posit Benchwork
52085	January 2025	External Code of Conduct Investigations

Reference	Date	Description
54112	January 2025	Digital Collaboration Platform
46451	February 2025	Fraud investigation support platform
53908	March 2025	Integrity Management System (IMS)
55315	March 2025	Form.io data form builder
50265	June 2025	Data sharing arrangement with Department of Home Affairs
63510	June 2025	Log Landing Zone
50371	June 2025	PMA Illegitimacy Assessment Initiative
51366	July 2025	CDoF - CIAM Release 2
53121	July 2025	Purview eDiscovery
51362	August 2025	NDIA Application Programming Interface (API) Gateway - Release 1
51366	August 2025	CDoF - CIAM Release 3
57326	August 2025	Blended Payments Initiative
62781	November 2025	CDoF 11 - eInvoice
63068	November 2025	Risk Scoring and Response Capability Project

Reference	Date	Description
7453	December 2025	Data Sharing Agreement between Services Australia and the NDIA for identity checking and related purposes
70200	January 2026	Managed File Transfer - Go Anywhere
71401	March 2026	Talent Database

For further information, please email [privacy@ndis.gov.au](mailto:privacy@ndis.gov.au).

Last updated: April 2026

## Common questions about privacy

Learn about the answers to common questions about our privacy policy in this video.

[Transcript for 'NDIS Privacy Policy'](#)

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## Contact supports and services

### Translating and interpreting

Find out about [language interpreting services](#) or phone **131 450**.

### National relay service

Visit the [National Relay Service](#) website.

### Family violence support

Find [family violence and mental health](#) services.

This page current as of  
3 May 2026