

# Collection Notice – my NDIS provider portal

The information you provide in the my NDIS Provider Portal (**Portal**), including any personal information as defined in the Privacy Act 1988 (Cth) (**Privacy Act**) and information about actual or attempted access to, and activity within, the Portal, will be used by the National Disability Insurance Agency (**NDIA**) for the purposes of engaging with provider representatives, ensuring that the Portal is working as it should and to investigate complaints or possible misuse of the Portal.

If the NDIA does not collect this information, we may not be able to provide you access to the Portal. The NDIA may give this information to Services Australia as part of authenticating and identifying users and organisations including suspension of access using Provider Digital Access (PRODA). Your information is unlikely to be disclosed to overseas recipients.

Information about the collection, use, disclosure and storage of personal information by the NDIA, and information about how to contact us, is available in our [Privacy Policy](#). This includes information on how you can access and seek corrections to your personal information and about complaints procedures.

By providing personal information to the NDIA in the Portal, you confirm that you have obtained the consent of, or provided reasonable notification to the person in accordance with the Privacy Act.

# National Disability Insurance Agency

[ndis.gov.au](https://www.ndis.gov.au)

Telephone 1800 800 110

Webchat [ndis.gov.au](https://www.ndis.gov.au)

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## **For people who need help with English**

**TIS:** 131 450

## **For people who are deaf or hard of hearing**

**TTY:** 1800 555 677

**Voice relay:** 1800 555 727

**National Relay Service:** [relayservice.gov.au](https://relayservice.gov.au)