# Privacy Collection Notice - my NDIS participant portal

The National Disability Insurance Agency (NDIA, we, our) is an Australian government agency responsible for delivering the National Disability Insurance Scheme (NDIS). The NDIS is a way of providing support for people with a disability, their families and carers.

The my NDIS participant portal is a NDIA online platform for NDIS participants and their authorised representatives. It provides participants and their authorised representatives with access to information about their NDIS plan and budget and provides a means for them to make a claim for supports. When we refer to the my NDIS participant portal below, we are meaning both the my NDIS participant portal and myplace portal.

This privacy collection statement explains:

* what information we will collect about you when you use the my NDIS participant portal (including myplace portal).
* 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 participant portal 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, including proof of identity documents
* gender, details about physical or mental health, including disabilities
* details of guardians and nominees, including names, addresses and contact details
* Centrelink Customer Reference Number (CRN)
* details of feedback or complaints about services provided by us if you provide it to us, including your experience using the my NDIS participant portal.
* copies of quotes and invoices relating to support requirements
* documents relating to access, planning and reviews
* bank account details
* employee records
* ‘health information’, such as information about health or disability, doctors seen or health services received.

The following information may be collected when you use the my NDIS participant portal:

* user login information, including Participant information
* information about the roles of the users (Participant, Nominee or Child Representative)
* demographics, geographic location, and the date and time a person logs on
* information about claims, including new claims and cancellation of claims
* information about type of documents uploaded.
* server (IP) address and machine name
* location details such as longitude, latitude, city, region and country
* date and time of visit to the site
* top level domain name
* pages accessed and documents downloaded within the my NDIS portal
* number of bytes transmitted and received for each request
* type of browser and device used.

No other information regarding previous sites or pages visited outside of my NDIS portal will be collected by the NDIA.

**How we collect your information**

We will collect personal information when you use the my NDIS participant portal, including when you upload 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.

Personal information that we collect when you use the my NDIS participant portal will be used by the NDIA to enable you to use the my NDIS participant portal to:

* obtain feedback on your experience using the my NDIS participant portal
* view plan dates and days remaining
* view claims details
* check provider claims
* view your current plan
* view your current budget
* submit claims for payments for supports (with ABN or exceptions)
* view and export claims history
* search claims
* upload documents with a claim
* view your user account information
* download your plan
* access and receive correspondence
* receive notifications
* to personalise, measure and improve the services provided through the my NDIS participant portal
* analyse data about the operation of the my NDIS participant portal and to support decision-making about NDIS services, and
* obtain feedback from you.

Collection of this data is to inform delivery of NDIS services generally. It is not intended to lead to the making of decisions about individual users of the my NDIS participant portal.

If the personal information is not collected, we may not be able to provide you with these services through the my NDIS participant portal.

The my NDIS participant portal 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 my NDIS participant portal which will occur only once you have entered the my NDIS portal website domain.

If you are using the my NDIS participant portal on behalf of someone else we will verify that you are authorised to do so under the NDIS Act.

## Why we share and use your information

We will use and share the information contained in any documents you upload with a claim for the purposes of verifying the claim and arranging for payment of the claim.

Where necessary for the delivery of NDIS services to you, we will copy information from the my NDIS participant portal to NDIS business systems.

We may also use or share your information for other purposes related to your NDIS plan. Where necessary, this includes sharing your personal information with third parties for the purpose of delivering the NDIS.

We will only use your personal information, or share it with another organisation or government agency, for the purposes we have described above or for another purpose if:

1. you consent, or
2. we are required or authorised by law, including under the NDIS Act, or
3. it is necessary to lessen or prevent a serious threat to the life, health or safety of an individual.

Where authorised to do so under the NDIS Act, we may also use your personal information and share it with others for the purposes of detecting, preventing and investigating suspected instances of unlawful activity or breaches of the my NDIS participant portal Terms of Use.

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 on our cloud, and the information is handled in accordance with the Australian Privacy Principles.

Any information disclosed to third party contractors will be required to be handled in accordance with the Privacy Act and stored in accordance with agreed security protocols.

## Access to 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.

## Feedback

There is a ‘feedback’ section for you to provide us with feedback on your experience using the my NDIS participant portal. Any information you enter into the ‘feedback’ section will be collected by the NDIA and used to assess and improve the services delivered through the my NDIS participant portal.

This feedback section is only for you to give us feedback on the my NDIS participant portal. You cannot use it to give feedback on any other NDIA services or about any NDIS support service providers. We will not take action on any feedback that is not about the my NDIS participant portal.

If you would like to make a complaint or provide feedback about anything else related to the NDIS please visit [Feedback and complaints | NDIS](https://www.ndis.gov.au/contact/feedback-and-complaints).

## How to contact us

The NDIA can be contacted:

1. by email: [feedback@ndis.gov.au](mailto: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](https://www.ndis.gov.au/contact/locations)

Confirmation and consent

By using the my NDIS participant portal 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](https://www.ndis.gov.au/about-us/policies/privacy).

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