

Privacy Easy Read

This is the text only version of the Easy Read document.

Your privacy

This page is about your privacy. Privacy means

things we know about you

what we do with what we know.

This page will tell you

what we know about you

why we know things about you

how we will use what we know

how you can change what we know

how to make a complaint.

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. Private means we will not tell people about it unless we have to.

What we keep

We keep personal information about different people. For example

people who use the NDIS

our staff

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

someone who helps you with the NDIS.

For example,

a carer

disability service providers

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

or

call 1800 800 110.

How we use personal information

We use personal information to help us

give you services

manage the NDIS

contact you.

We might need to tell other people about you because they

help with your NDIS plan

give you supports you need.


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

We might keep your Tax File Number. Tax is money you pay to the government.

A Tax File Number is

8 or 9 numbers long

to tell the government about the money you make.

We cannot tell you about your Tax File Number. To find out about your Tax File Number you can contact the [Australian Tax Office](#)

How we keep personal information safe

We keep paper records safe in our offices.

Our offices have secure access. Secure access means you need a special pass to get in the building.

We keep information on our computers safe.

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

our myplace portal

our social media.

For example, Facebook.

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.

We do not know the personal information of people who use our website.

[You can stop us from knowing what you do online at this website](#)

We will not email you unless you tell us to.

You can see the personal information we have about you on the myplace portal.

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.

Contact us

Call 1800 800 110 weekdays 8am to 8pm

Call 131 450 for information in a different language

Speak and listen users

1800 555 727 then ask for 1800 800 110

TTY users

1800 555 677 then ask for 1800 800 110

Email privacy@ndis.gov.au

[If you have a complaint visit this page.](#)

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<https://www.ndis.gov.au/about-us/policies/privacy/privacy-easy-read>