



**NDIS Quality
and Safeguards
Commission**

Privacy Policy



Easy Read

www.ndiscommission.gov.au

About this information sheet



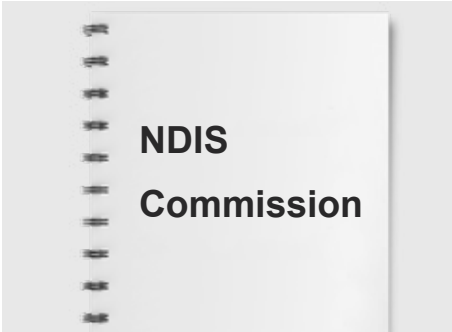
**NDIS Quality
and Safeguards
Commission**

The **NDIS Quality and Safeguards Commission** made this information sheet.



The **NDIS Quality and Safeguards Commission** make sure you

- Are safe
- Get good NDIS services.

A spiral-bound notebook with a white cover. The text "NDIS Commission" is printed on the cover in a bold, black, sans-serif font. The spiral binding is visible on the left side.

**NDIS
Commission**

We will say **NDIS Commission** for short.

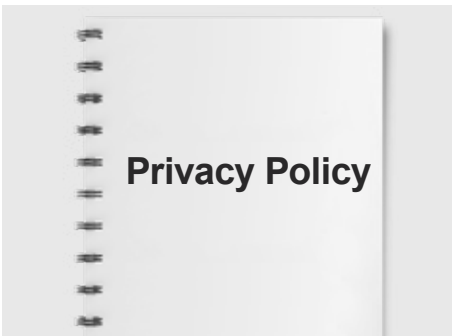


We might get **personal information** about you.

Personal information is about who you are.



We have rules about what we will do with your personal information.



Some of these rules are in our **Privacy Policy**.



This Privacy Policy is for all personal information we get about you.

Who should read this privacy policy

You should read this policy if you

- Get support from the NDIS
- Are an NDIS service
- Want a job with NDIS Commission
- Work at the NDIS Commission
- Used to work with the NDIS Commission.



The kind of personal information we get



We get different kinds of personal information.



This might be information like your

- Name and address
- Phone number and email address
- Bank details
- Birth date
- Jobs you have
- Languages you speak.

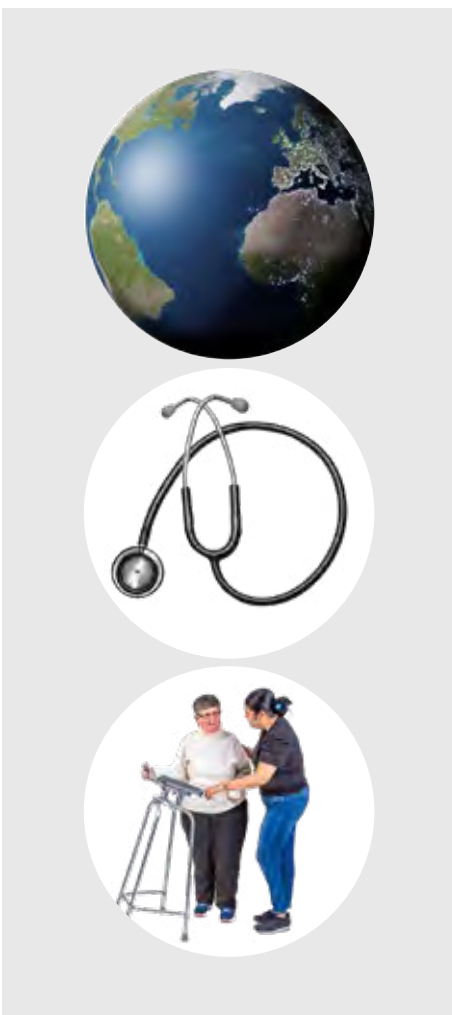


We might also get photos and videos of you.



We get information about your government numbers.

This might be a Centrelink Reference Number or your Medicare number.



Sometimes we might get more personal information like

- Where you or your parents were born
- Your health
- The supports you get from NDIS.



We also might know if you have a **criminal record**.

A **criminal record** says if you have ever broken the law.



You can choose to be **anonymous** when you deal with the NDIS Commission.

Anonymous means you do not tell us your name.

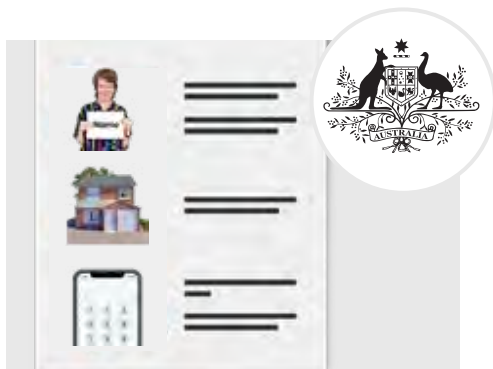


You can also use a fake name.



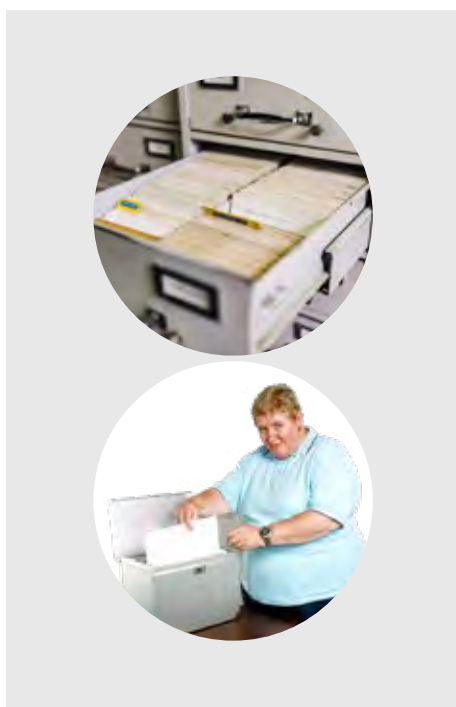
We will tell you if you can not use a fake or anonymous name.

Laws about privacy



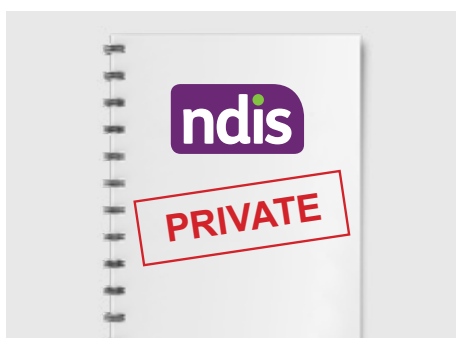
There are **laws** that say what we must do with your personal information.

Laws are rules everyone must follow.



The **Privacy Act** is a law that says how

- We must keep and use your personal information
- You can look at your personal information that we hold.



The **NDIS Act** is a law that says how information about people who use NDIS must be kept **private**.

Private means there are rules about who can see the information.



We will follow these laws to keep your information safe.



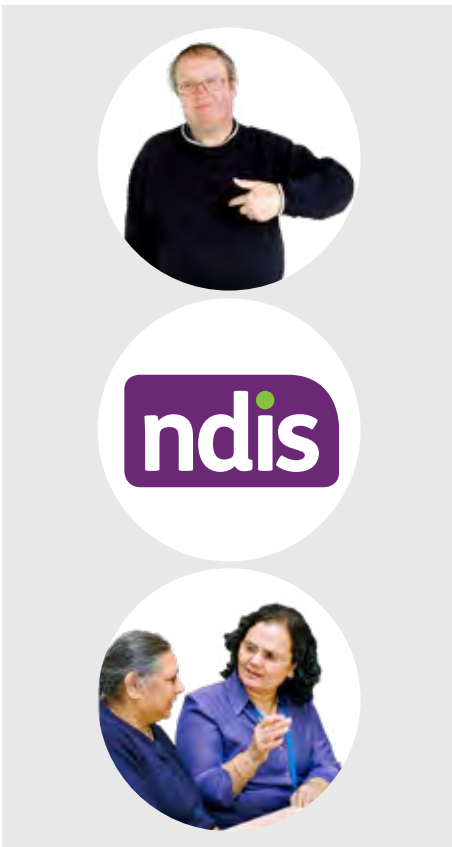
We have checks to make sure we are following these rules.

The checks are called **audits**.

How we get your personal information



There are different ways we can get your personal information.



We might get your personal information from

- You
- An NDIS service you use
- A **representative**.

A **representative** is someone who can speak for you.



We might also get your personal information from other government services.



medicare

This might be services like Medicare or Centrelink.



We can also get your information from

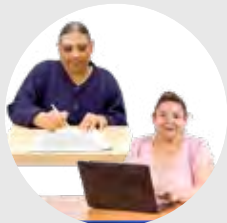
- Meetings you have with us



- Phone calls with us



- Emails and faxes you sent us



- Paper or online forms you filled out for us

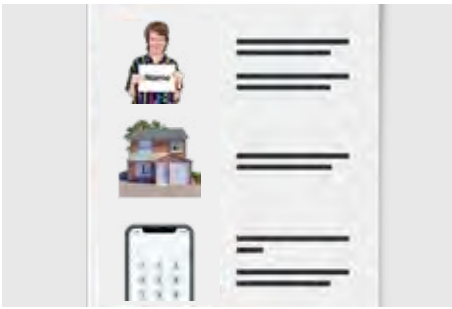


- Our website and **social media**.

Social media means websites like Facebook and Instagram.



We make sure we keep your personal information safe.



We keep your personal information in our **records**.



Records are files where we keep all of our information.

This might be paper or online files.



We keep records about things like

- Work that our staff do
- People who get help from NDIS
- NDIS services and staff
- **Complaints** made to us.

Complaints mean when you tell us you are not happy about something.

When we get your personal information we will tell you



- Why we need the information



- If the law says we can do this



- Who we give the information to.



Only some of our staff can look at your personal information.



Sometimes we might need to share your personal information with other services.

If we have to share your personal information with other services we will try to



- Ask you if it is ok

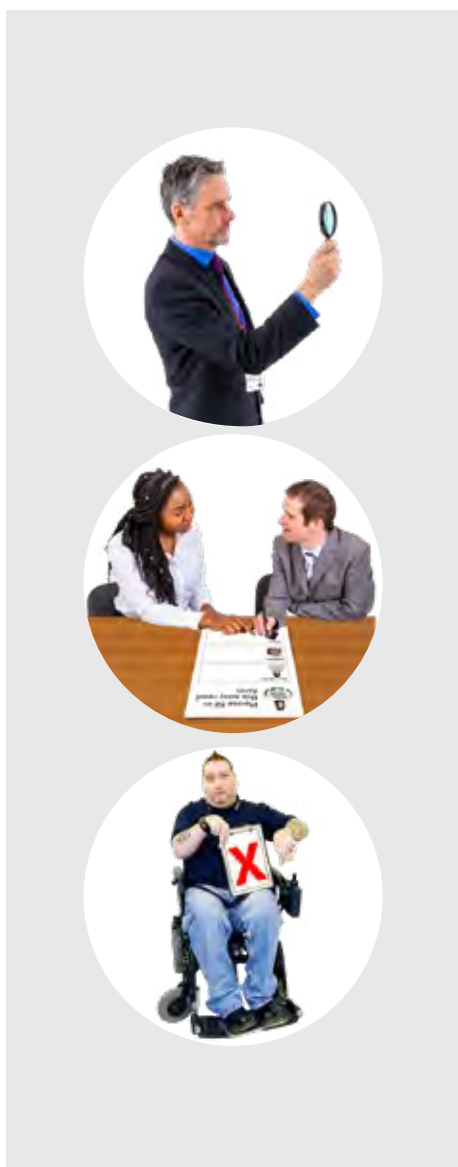


- Tell you why we have to share it.

Why do we get personal information



We get personal information for lots of different reasons.



Some of the reasons are to help us

- Look into problems
- Do the right thing with our staff
- With complaints.

How you can look at the personal information we keep about you

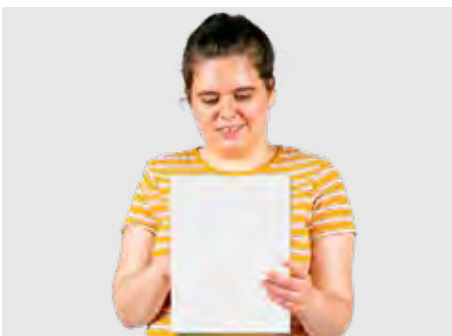


You have the right to

- Look at personal information we keep about you
- Ask us to fix any personal information that is not right.



This right is written down in the Privacy Act and the **Freedom of Information Act**.



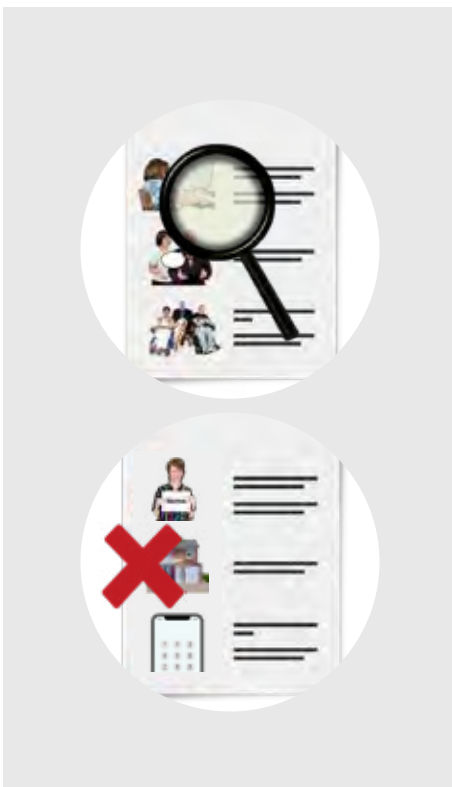
The **Freedom of Information Act** is a law that says you have the right to see government information.



There are times we might say no to this.



You can ask us why if we say no.



You can contact us if you want to

- Look at your personal information
- Fix any personal information we have about you.

If we share your information when we should not



It could be that we share your personal information when we should not.



This could be if we share it

- By mistake
- When we are not allowed to.



It is very bad if this happens.



We will try to let you know if this happens.



We will fix it as soon as we can.



We might get more rules to follow to make sure it does not happen again.

Our website



When you go to our website we might get information like

- The date and time you go on the website
- The area where you are
- The computer you use to go to the website.

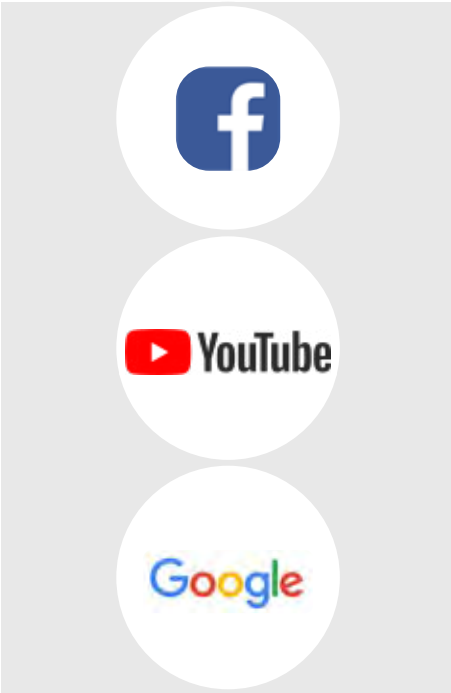


We will not try to get information that says who you are.

This might be your name or address.



We will only get your personal information if you use the website in a way you are not supposed to.



Some parts of our website are not run by us.

This might be parts like

- Facebook
- Youtube
- Google.



These websites might get and keep your information on computers outside Australia.



These websites might not have to follow the rules in Australia about personal information.



Our website also has links to other websites.



We do not look after the privacy rules for these websites.



There might be **risks** if you choose to send us personal information

- By email
- On our website.



Risks mean your personal information might be seen by other people.



You can also choose to send us information in other ways like

- Post
- Fax
- Phone.



These ways might still have risks too.



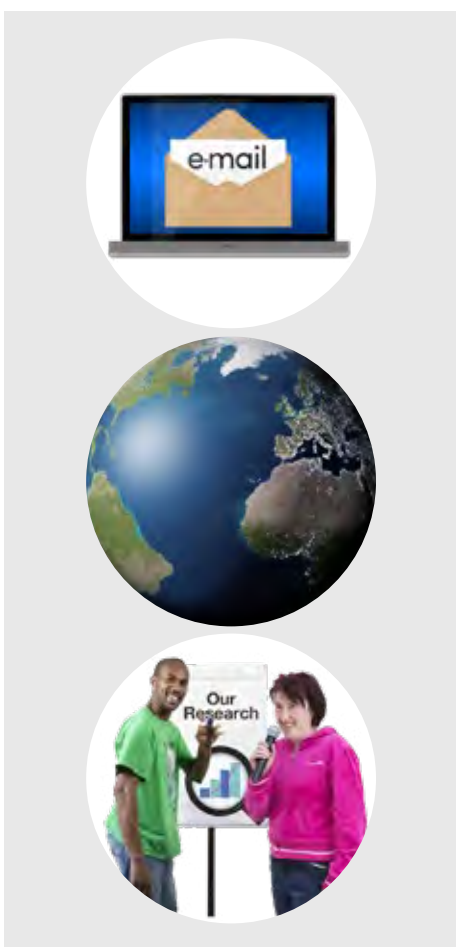
We will only keep your email address if you

- Send us an email
- Sign up to get emails from us.

Giving your personal information to other countries



Sometimes we might give your personal information to people in other countries.



This might be if

- You use an email address that keeps information in another country
- We give information to governments in other countries
- We give information to **researchers** in other countries.

Researchers are people who look into things to find out more about them.



You can contact us to ask if your information has been given to any other countries.

Complaints



You can make a **complaint** if you think we did something wrong with your information.



We will look into your complaint as soon as we can.



We will try to fix the problem as quick as we can.



You will not get in trouble if you make a complaint.

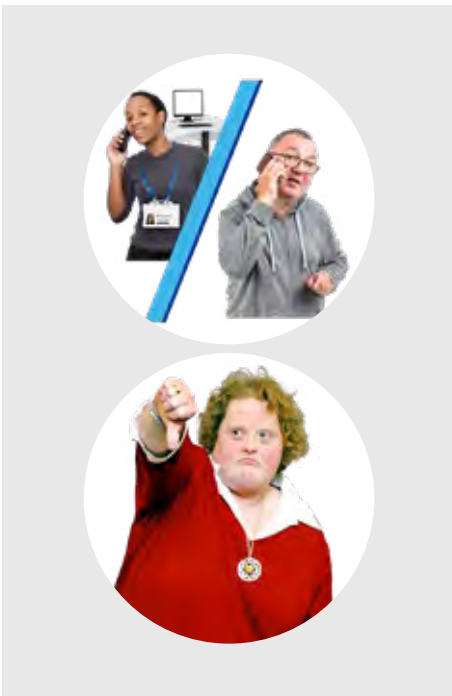


You can also make a complaint to the **Office of the Australian Information Commissioner**.

We will say **OAIC** for short.



The OAIC makes sure information is kept in the right way.



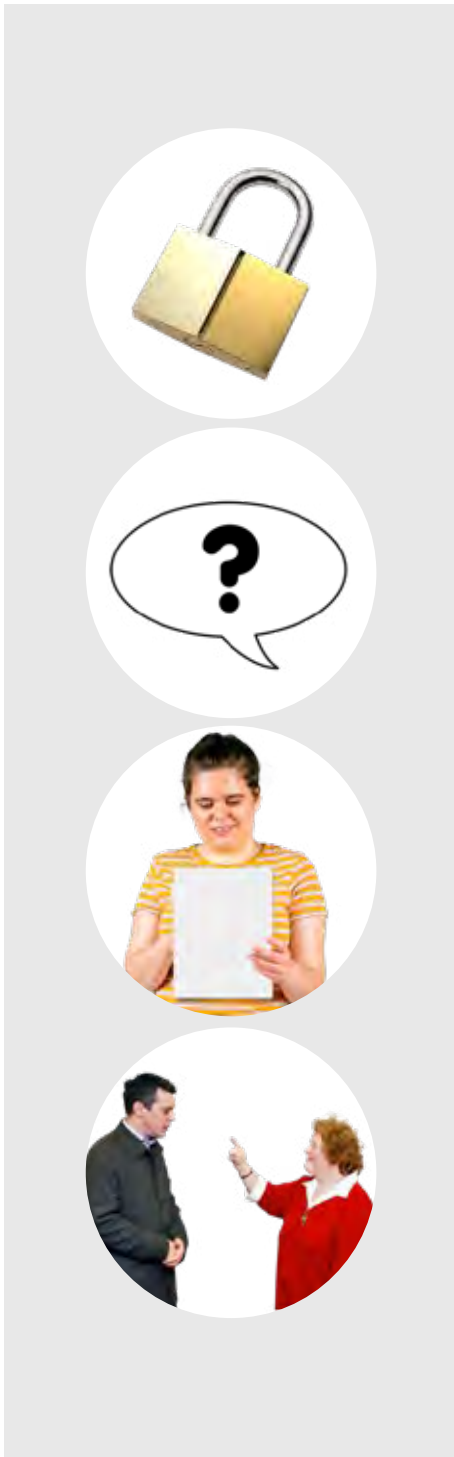
You can contact the OAIC if you

- Want to make a complaint about us
- Made a complaint to us and you are not happy with how we helped you.



If you want to contact the OAIC you can call **1300 363 992**.

Contact us



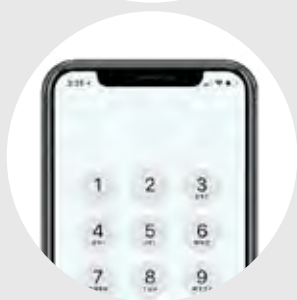
You can contact us if you want to

- Know how we keep your personal information
- Ask questions about our Privacy Policy
- Look at your personal information
- Make a complaint.

To contact us you can



- Email us at **contactcentre@ndiscommission.gov.au**



- Call us on **1800 035 544**



- Mail us at
NDIS Commission Feedback
PO Box 210
Penrith NSW 2750.

Council for Intellectual Disability made this document Easy Read. **CID** for short. You need to ask CID if you want to use any pictures in this document. You can contact CID at **business@cid.org.au**.