



Privacy Policy

Easy Read

About this document



This document is from **JP Plan Management**.
It tells you how we look after your **information**.
We call this our **Privacy Policy**.



We are an **NDIS plan manager**.
We pay for the supports in your NDIS plan.



You can ask someone to help you read this.
Like a family member, a friend or your support coordinator.

What is personal information?



Personal information is information about you.
Like your name, address, phone number and NDIS number.



Some information is very private.
Like information about your **health** or **disability**.
We take extra care with this information.

What information we collect



We only collect the information we need to manage your NDIS plan.

This can include:

- your name and contact details
- your NDIS plan
- invoices from your providers
- your bank details, if we pay money back to you.

How we get your information



Most of the time, we get information **from you**.

Or from someone who helps you, like your nominee.



We also get information from:

- the **NDIA** – the people who run the NDIS
- your **providers**, when they send us invoices
- your **support coordinator**.

How we use your information



We use your information to:

- pay your providers
- pay you back for things you paid for
- tell you how much money is left in your plan.



We use it to stop people using NDIS money the wrong way.



We use it to follow the law.

Who we share your information with



We will **ask you** before we share your information.

This is called giving **consent**.

You can change your mind at any time.



We may share your information with:

- the NDIA
- your providers
- people you say we can talk to
- companies that help run our business, like our computer system.

They must keep your information private.



Sometimes we **must** share information without asking you.

Like when someone is not safe.

Or when the law says we must tell the **NDIS Commission**.



We will **never sell** your information.

How we keep your information safe



We keep your information on **safe computer systems**.

They have passwords and other security.

Only staff who need your information can see it.



All your information is kept in **Australia**.



We keep NDIS records for at least **7 years**.

After that, we destroy them safely.

If something goes wrong



Sometimes information can be lost or seen by the wrong person.

This is called a **data breach**.

If this happens, we will act quickly to fix it.

If it could harm you, we will **tell you**.

We will also tell the government privacy office.

Computers and decisions



Computers **do not** make decisions about you.

Our **staff** make the decisions.

Our computer system checks that providers follow NDIS rules.

If something looks wrong, our staff check it.

Our website and emails



Our website uses **cookies**.

Cookies are small files that help the website work.

You can turn cookies off in your web browser.



We may send you emails with news about our services.

You can ask us to **stop** at any time.

Seeing and fixing your information



You can ask to **see** the information we have about you.

It is **free** to ask.



If something is wrong, you can ask us to **fix** it.

We will reply within **30 days**.

If you are not happy



If you are not happy with how we used your information, please **tell us**.

You can phone, email or use the form on our website.



We will try to contact you within **24 hours**.

We will listen to you and treat you with respect.

We will tell you what we did within **30 days**.



You will **not** get in trouble for complaining.

Your services will **not** change.



Someone can help you make a complaint.

Like a family member, your support coordinator, an interpreter or an advocate.



You can also contact the **NDIS Commission** at any time.

Phone: **1800 035 544**

If you are still not happy with us, you can contact the **OAIC**.

The OAIC is the government privacy office.

Phone: **1300 363 992**

Changes to this document



We check this document **every year**.

We put the newest version on our website.

If we make a big change, we will **tell you**.

Contact us



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Email: contact@jppm.com.au



Post: PO Box 5433, Cranbourne VIC 3977



Website: www.jppm.com.au



Need an **interpreter**?

Call TIS National on **131 450**.

Need help to hear or speak?

Use the **National Relay Service**: accesshub.gov.au

This is an Easy Read version of our full Privacy Policy. You can ask us for the full version at any time.

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