



Privacy Policy

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About this policy

JP Plan Management Pty Ltd (“we”, “us”, “our”) is a registered NDIS plan management provider (registration number 4050123867). We respect your privacy and are committed to protecting the personal information entrusted to us by participants, their families, nominees and representatives, support providers and others.

This policy explains what personal information we collect, why we collect it, how we use, share and protect it, and how you can access it, correct it or make a complaint. We manage personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles**, the **National Disability Insurance Scheme Act 2013 (Cth)** and the **NDIS Code of Conduct**, and applicable state and territory health records laws.

If you would like this policy explained, or provided in Easy Read, large print or another language or format, please contact us. We will discuss it with you in the way that best suits you.

Information we collect

We collect only the information we need to provide our services. This may include:

- your name, date of birth and contact details;
- your NDIS number, NDIS plan details and funding information;
- details of your nominee, guardian, support coordinator or other representative;
- information about your disability, health and support needs, where relevant to managing your plan;
- invoices, service agreements and payment records for your supports, and bank details if we reimburse you; and
- for support providers, business and payment details; and for job applicants and workers, employment history and NDIS Worker Screening Check outcomes.

Health and disability information is **sensitive information**. We collect it only with your consent or where the law allows, and we give it a higher level of protection.

How we collect information

Wherever possible, we collect information directly from you or from a person you have authorised to act for you, such as your nominee or guardian. With your consent or where permitted by law, we may also collect information from the National Disability Insurance Agency (**NDIA**), your support coordinator, and your

support providers (for example, when they send us invoices). Where a participant is a child, we deal with their parent or legal guardian.

You may make a general enquiry without identifying yourself. However, we cannot manage your NDIS plan without knowing who you are.

How we use your information

We use your personal information to:

- provide plan management services, including checking and paying invoices, reimbursing you and claiming funds from the NDIA;
- provide you with budget statements and keep you informed about your plan;
- communicate with you, your representatives and your providers;
- prevent and detect fraud or misuse of NDIS funds;
- manage complaints, incidents, risks and service quality; and
- meet our legal obligations as a registered NDIS provider.

Consent and sharing your information

We ask for your consent when you start using our services, and we explain who we may share your information with. You may withdraw or change your consent at any time by contacting us, although this may affect our ability to provide some services.

We may share your information with:

- the NDIA, to process payments from your plan;
- your support providers, nominee, support coordinator and others you have authorised;
- trusted service providers who help us run our business (such as our plan management software, IT and accounting providers), who must keep your information confidential and secure; and
- our auditors, insurers and professional advisers.

In some circumstances we may share information **without your consent** where the law requires or allows it. This includes reporting certain incidents to the **NDIS Quality and Safeguards Commission**, responding to a lawful request from a court, government agency or law enforcement body, or where we believe sharing information is necessary to prevent a serious threat to someone's life, health or safety. Where it is safe and appropriate to do so, we will tell you when this happens.

We do not sell your personal information.

Storage and security

We store information securely, mainly in electronic systems protected by access controls, passwords, multi-factor authentication and encryption. Only staff who need your information to do their job can access it, and all staff are bound by confidentiality obligations.

All personal information we hold, including information held by our software and cloud service providers, is stored in Australia. We do not send your personal information overseas.

We keep records for as long as required by law. NDIS records, including records of complaints and incidents, are kept for at least **seven years**. When information is no longer required, we securely destroy or de-identify it.

Data breaches

If a data breach occurs, we will act quickly to contain it and reduce any harm. Where the breach is likely to cause serious harm, we will notify you and the Office of the Australian Information Commissioner (**OAIC**) under the Notifiable Data Breaches scheme. We will also manage the breach through our incident management system and report it to the NDIS Commission where required.

Automated decision-making

We do not use computer programs to make decisions about you. Decisions such as whether an invoice is paid from your plan are made or reviewed by our staff.

Before claims are processed, our software runs automated data-matching checks against publicly available sources to confirm that providers meet NDIS requirements. These checks use provider details only. Any issues flagged are reviewed by our staff, who verify the information and decide what happens next.

Our website and communications

Our website uses cookies and analytics tools to help it work properly and to understand how it is used. You can disable cookies in your browser settings. We may send you updates about our services or changes to the NDIS. Every marketing email includes an unsubscribe option, and you can opt out at any time. This will not affect important messages about your plan.

Accessing and correcting your information

You can ask to see the personal information we hold about you, or ask us to correct it, by contacting us. We will respond within **30 days**. There is no charge to make a request. If we cannot give you access or make a correction, we will explain why in writing.

Privacy complaints

We welcome your feedback, compliments and complaints, as they help us improve the way we work. If you are unhappy with how we have handled your personal information, please tell us by phone on 0401 034 538, by email to contact@jppm.com.au, or through the Contact Us form on our website. Your complaint will be handled confidentially.

Our manager will aim to contact you within **24 hours** to talk through your concerns. You will be listened to and treated with respect, and we will keep you updated as we work towards a resolution. We aim to resolve every complaint as quickly as possible and will give you a written outcome within **30 days**. Each complaint, and how it was resolved, is recorded in our complaints register. Making a complaint will never affect the services you receive. Our full process is set out in our **Complaints Policy**, available on our website or on request.

You are welcome to ask a family member, your support coordinator, an interpreter or an independent disability advocate to help you. You can also contact:

- the **NDIS Quality and Safeguards Commission** at any time: www.ndiscommission.gov.au or 1800 035 544 (TTY 133 677); or
- the **Office of the Australian Information Commissioner**, if you are not satisfied with our response or have not heard from us within 30 days: www.oaic.gov.au or 1300 363 992.

Changes to this policy

We want this policy to stay accurate and easy to rely on. We review it at least once a year, and sooner if privacy laws, NDIS requirements or the way we work change. When we make an update, we will publish the new version on our website with the date it takes effect. If a change will make a meaningful difference to how we handle your personal information, we will let you know directly. If you have any questions about a change, or would like a copy of an earlier version, please get in touch.

Contact us

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