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**Privacy Policy**

DANJO Plan Management is committed to protecting the privacy and rights of individuals. This policy sets out how we collect, use, disclose and manage your personal and sensitive information. These commitments are undertaken to comply with Australia Privacy Principles (APPS) prescribed in the Privacy Act 1998 (Cth).

As part of our engagement, we are required to collect personal information. We will only ask for information that is required for us to provide our services.

# Types of Personal Information That We Collect

* Name
* Address (Street & Postal)
* Email address
* Telephone numbers
* Date of Birth
* Gender
* Bank account details
* Details of guardians and nominees, including names, addresses and contact details of these persons
* Contact details for support co-ordinator (if appliable)
* Information about your personal circumstances
* Your NDIS plan details and budget allocation
* Statistics on traffic through our website or social media platforms
* Any other information provided to us by you via our website, our online presence or our application usage

# Why We Collect Personal Information

We collect personal information with your consent, primarily for the purpose of administering your NDIS funds, which includes liaising with your support providers and the NDIA. We aim to limit the collection of information to what is necessary to provide our plan management services.

# Uses of Personal Information

The information we collect will be used to provide you with the services outlined in our service agreement. Specifically, this includes to:

* provide your information to you or nominated third parties upon request.
* confirm your identity when in contact with you.
* allow us to manage your NDIS Plan, including claiming funds from the NDIA and processing payments to service providers on your behalf.
* liaise with service providers in relation to services rendered to provide our Plan Management services,
* provide your information to the third-party software company “Brevity Pty Limited” for the purpose of utilise their software to facilitate our plan management services.
* manage your use of the “Brevity Pty Limited” application.
* communicate with you (or your nominated person) about our services.
* maintain internal business records and other internal administrative purposes.
* to comply with our legal obligations.

# Disclosing Your Personal Information

We will not collect/disclose your sensitive personal information without your consent to anyone except in the following circumstances:

* where legally required to or authorised, such as by an Australian law, or court/ tribunal order.
* where information is formally requested by regulatory bodies, government agencies and law enforcement bodies, including the Department of Human Services, the NDIA or the NDIS Quality and Safeguards Commission.
* we reasonably believe that it is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
* we have reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to our functions or activities has been, is being or may be engaged in and we reasonably believe that it is necessary for us to take appropriate action in relation to the matter.

# Protection of Personal Information

We understand and value the importance of keeping your information secure. We therefore take reasonable steps to ensure that any sensitive information is protected from misuse and unauthorised access.

In order to streamline your experience with us, we seek to utilise technology where possible. Consequently, your data will be required to be stored electronically. Any information provided to us will be stored via cloud-based storage on “Microsoft OneDrive” servers which are primarily located in Australia. Additionally, to manage our practice and your NDIS plan we use third party software provided by “Brevity Pty Limited”. They utilise Amazon Web Services (AWS) to store your data with all data holding servers and associated backups located in Australia.

Any hard copy information we may have will be stored privately on site and scanned as soon as possible. The data will then be stored electronically with the originals returned or securely destroyed as soon as possible. Our online systems will also be protected with access controls and multi-factor authentication wherever possible.

At DANJO PM we take the security of your information seriously. If we have a reason to suspect any accidental or unauthorised disclosure of personal information, we will take prompt action. We will ensure you are notified as soon as possible and our response will be in line with the OAIC’s (Office of the Australian Information Commissioner) [Data breach notification — A guide to handling personal information security breaches](https://www.oaic.gov.au/privacy/guidance-and-advice/data-breach-preparation-and-response).

# Correcting Personal Information

Under the Privacy Act, you have the right to access and/or request corrections to any personal information we hold about you. During the onboarding process we will request that you confirm your information once input into our system and notify us of any errors. Utilising the Brevity software application, you will also have access to some of your personal information which can be regularly reviewed.

We request that should any of your personal information change you notify us in writing as soon as practical to enable us to update our records.

If at any times you are concerned that any information we hold is inaccurate, out-of-date, incomplete, irrelevant or misleading, or wish to access any of your information, please contact us at info@danjopm.com.au.

# Complaints Regarding Privacy Management

If you have any concerns of complaints about how we have handled your privacy, please contact our director and your plan manager **Daniel Hislop** in writing via email at feedback@danjopm.com.au. We will instigate our internal complaints resolution process and have a response to you within 5 business days as per our Feedback and Complaints Policy.

If you feel like you are unable to contact us regarding the issue, or the issue is not resolved with our response, you can contact the NDIS Quality and Safeguards Commission using the following details:

 Phone: 1800 035 544

 Visit one of their offices in person

 Or visit [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au) for further information.

# Changes to This Policy

We reserve the right to change, modify or update this Privacy Policy from time to time, by posting an updated version on our website. The updated version will take effect immediately upon posting.

We note this policy was made in accordance with the following:

* Australian Privacy Principles in Privacy Act 1988 (Cth)
* Freedom of Information Act 1982
* Privacy and Data Protection Act 2014
* Health Records Act 2012
* National Disability Insurance Scheme Act 2013 (Cth)
* National Disability Practice Standards National Disability Insurance Scheme Quality & Safeguarding Framework
* NDIS Code of Conduct

Executed by: **DANJO Plan Management Pty Limited**

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Daniel Hislop - Director