

## Privacy & Confidentiality Policy

### 1. Overview

At **Breeze Plan management** we adhere to the **NDIS Practice Standards**, to ensure participants' personal information is handled with the highest level of care, confidentiality, and respect.

This Privacy Policy outlines how we collect, use, store, and disclose personal information in the course of providing NDIS Plan Management services.

---

### 2. What Information We Collect

We may collect and hold the following types of personal information:

- Full name, date of birth, contact details (email, phone, address)
- NDIS participant number and plan details
- Information relating to your service agreements and supports
- Health or medical information relevant to managing your NDIS plan
- Financial information necessary for processing payments and claims
- Records of communication and interactions with you

We only collect sensitive information (e.g., health-related information) with your consent or as required by law.

---

### 3. How We Collect Information

We collect your information directly from:

- You or your authorised representative (e.g., family member, nominee, support coordinator)
- Your NDIS plan or referral documentation
- Service providers and third parties, with your consent
- The NDIA (for plan and claim management)

Collection may occur in writing, electronically, in person, or by phone.

---

### 4. Why We Collect Your Information

We collect, use, and disclose your personal information to:

- Deliver Plan Management services under the NDIS
- Process and claim payments on your behalf

- Communicate with you and service providers
  - Comply with legal and regulatory obligations
  - Improve service delivery and support
- 

## **5. Disclosure of Personal Information**

We may disclose your personal information to:

- The NDIA (National Disability Insurance Agency)
- Registered or unregistered service providers with your consent
- Government agencies if required by law
- Authorised representatives (e.g., guardians, support coordinators)
- Our accountants, legal advisors, or IT service providers (bound by confidentiality agreements)

We will never sell or rent your personal information.

---

## **6. Data Storage and Security**

We take reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification, or disclosure.

We store information securely using password-protected systems, encrypted databases, and secure document storage. We retain your records for the legally required period, after which they are securely destroyed.

---

## **7. Accessing and Correcting Your Information**

You may request access to the personal information we hold about you and request corrections if it is inaccurate, incomplete, or out of date. To do so, please contact us using the details below.

---

## **8. Complaints and Enquiries**

If you have a question or concern about how your personal information is handled, or if you believe we have breached your privacy, please contact us. We take all complaints seriously and will respond promptly.

If you are not satisfied with our response, you may lodge a complaint with:

- The **Office of the Australian Information Commissioner (OAIC)**: [www.oaic.gov.au](http://www.oaic.gov.au)
  - The **NDIS Quality and Safeguards Commission**: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)
-

## **9. Contact Us**

### **Breeze Plan Manageemnt**

Email: [Jake@breezeplanmanagement.com.au](mailto:Jake@breezeplanmanagement.com.au)

Phone: 0459 725 113

Website: [www.breezeplanmanagement.com.au](http://www.breezeplanmanagement.com.au)

---

## **10. Changes to This Policy**

We may update this policy from time to time. The most recent version will always be available on our website or by request.