



**myEmpowerPlan**

NDIS SUPPORT SPECIALISTS



## Your Privacy Matters to Us

This notice explains what personal information we collect about you, how we use it, who we share it with, and what rights you have. It is a plain-language summary of our full Privacy Policy.

### What Information Do We Collect About You?

To deliver our services to you, we collect and record the following types of information:



#### Personal Details:

Your name, address, date of birth and contact details

Your NDIS number and plan details

#### Financial Information:

Details of NDIS transactions processed on your behalf

Invoice and payment records related to your plan



### Communication Records

Emails, phone calls and messages between you and our team

Records from your NDIS MyPlace portal



### Health and Support Information

Medical or disability-related information relevant to your supports

Notes about your goals and service delivery

*We only collect information that is necessary for delivering your services. We collect it directly from you, from your authorised representative, from the NDIS MyPlace portal, or from providers involved in your supports — always with your knowledge.*

### Why Do We Use Your Information?

We use your information only for the following purposes:

- To deliver your support coordination and/or plan management services
- To process invoices and payments on your behalf
- To communicate with you and the providers supporting you
- To meet our legal and regulatory obligations under the NDIS
- To improve our services based on your feedback and experience

**We will never use your information for marketing or sell it to anyone**

Your information is used only to deliver and improve your services.

It will never be sold, traded or used for advertising purposes.

## Who Do We Share Your Information With?

We are very careful about who sees your information. Here is a clear summary:

<p style="text-align: center;"><b>We WILL share your information with:</b></p> <p>The NDIS Commission or NDIA when required by law</p> <p style="padding-left: 40px;">Service providers involved in delivering your supports — only what they need</p> <p>Your authorised representative (e.g. a guardian or nominee) where applicable</p> <p>Our secure software systems (e.g. Xero, NDIS MyPlace portal)</p> <p>Regulatory bodies if we are legally required to report</p>	<p style="text-align: center;"><b>We will NEVER share your information with:</b></p> <p>Advertisers or marketing companies</p> <p>Other participants or members of the public</p> <p>Anyone you have not consented to</p> <p>Third parties for commercial purposes</p> <p>Family members or carers without your consent</p>
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## How Do We Keep Your Information Safe?

### Digital Security

- ✔ All electronic records are stored on password-protected, encrypted systems
- ✔ We use secure cloud services and multi-factor authentication
- ✔ Access is restricted to authorised staff only

### Physical Security

- ✓ Paper records are stored in locked cabinets in restricted areas
- ✓ Only authorised staff can access physical documents
- ✓ Records are securely destroyed when no longer needed

### Staff Obligation

- ✓ Every staff member signs a confidentiality agreement before accessing your information
- ✓ Staff are trained in data security and privacy requirements
- ✓ Any misuse of information is subject to disciplinary action

### When We No Longer Need It

- ✓ Records are kept for as long as required by law (minimum 7 years for NDIS records)
- ✓ When no longer needed, information is securely destroyed or permanently de-identified

### What Happens if There is a Data Breach??

A data breach happens when your personal information is accessed, disclosed or lost without authorisation. If this ever occurs, we will:

- ✓ Assess the situation immediately to understand what happened and who may be affected
- ✓ Notify you directly if your information has been affected and the breach is likely to cause you harm
- ✓ Report the breach to the Office of the Australian Information Commissioner (OAIC) if required under the Notifiable Data Breaches scheme
- ✓ Take immediate steps to contain the breach and prevent it from happening again

**You can contact the OAIC directly if you have concerns about a privacy breach**

Phone: 1300 363 992 | Website: [oaic.gov.au](http://oaic.gov.au)

The OAIC is independent of myEmpowerPlan and investigates privacy complaints under the Privacy Act 1988.

## Your Privacy Rights

You have three important rights when it comes to your personal information:



### See Your Information

*Ask us to show you any personal information we hold about you.*



### Correct Your Information

*If something is wrong or out of date, ask us to fix it.*



### Withdraw Your Consent

*You can ask us to stop using certain information at any time.*

To exercise any of these rights, simply contact our Privacy Officer in writing:

✉ [support@myempowerplan.com.au](mailto:support@myempowerplan.com.au) 📮 PO Box 502 Nerang QLD 4211

We will respond to your request within 30 days.

## The Laws that Protect Your Privacy

### Privacy Act 1988 (Cth)

Governs how we collect, use, store and disclose your personal information

The Australian Privacy Principles (APPs) set the rules we must follow

### NDIS Practice Standards

Require all NDIS providers to protect participant confidentiality

Apply to everything we do with your information in delivering NDIS services



### Questions about your privacy?

Contact our Privacy Officer — we are happy to help.

☎ 0479 082 894    ✉ [support@myempowerplan.com.au](mailto:support@myempowerplan.com.au)

🌐 [www.myempowerplan.com.au](http://www.myempowerplan.com.au)

*Our full Privacy Policy is available on our website or upon request.*

*This privacy notice is a participant-friendly summary of myEmpowerPlan's Privacy Policy (Version 1.0, February 2026). The full policy is available on request. This notice will be updated whenever the Privacy Policy is reviewed.*