

FIND NDIS PRIVACY POLICY

Document Control: Corporate Operations & Compliance

Version 1.1 Updated

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Find NDIS (operated by Find NDIS Pty Ltd) operates the Find NDIS website at www.findndis.com.au (Site) and the Find NDIS mobile application (App). Find NDIS is committed to protecting your Personal Information and handling it in a way that is open, transparent, and consistent with our obligations under the Privacy Act 1988 (Cth) (Privacy Act) and the NDIS Quality and Safeguards Commission standards.

This Privacy Policy explains how we collect, use, store, disclose, and protect your Personal Information when you use the Site, the App, or any Find NDIS Services. By providing Personal Information to us, using the Site, using the App, creating an Account, or participating in any Find NDIS Services, you agree to the handling of your Personal Information in accordance with this Privacy Policy.

1. Scope of this Privacy Policy

This Privacy Policy applies to:

- Visitors to the Site and users of the App.
- NDIS Participants and nominees who submit Service Requests or search for supports.
- Registered, Non-Accredited, and Accredited NDIS Service Providers.
- Intermediaries including Plan Managers, Support Coordinators, or authorised representatives.
- Individuals whose information is uploaded into the Site or App by an authorised third party.

This Privacy Policy should be read in conjunction with:

- Find NDIS Website Terms and Conditions
- Find NDIS App Terms and Conditions
- Provider Moderation & Listing Guidelines

2. Who We Are and How Your Information is Governed

Find NDIS Pty Ltd collects and controls Personal Information provided through the Site and App. Find NDIS is the primary data controller for information collected via Find NDIS Services.

NDIS Service Providers, Plan Managers, and other third parties act as separate data controllers once they receive Personal Information from us to respond to your service requests. Intermediaries act on behalf of Participants, and we rely on that authority unless advised otherwise. We take reasonable steps to ensure third parties who receive Personal Information from us comply with the Privacy Act.

3. Types of Personal Information We Collect

We may collect:

- Name, title, and date of birth.
- Contact details including email address, phone number, and mailing address.
- Residential location and primary service delivery addresses.
- Business or organisation details (for service providers).
- NDIS Number, plan management status, budget allocations, and funding structures.
- Specific NDIS goals, preferred support types, and service delivery requirements.
- Documents and service agreements uploaded into your Account.

- Information contained in reviews, ratings, feedback, or support chats.

We also collect technical, device, and usage data such as:

- IP address, browser type, and operating system.
- Device identification details.
- Pages visited, navigation patterns, access times, and feature interactions.

Sensitive Information

Find NDIS may collect Sensitive Information such as health details, disability-related support needs, diagnostic summaries, and cultural or religious preferences where relevant. We collect Sensitive Information only where:

- You provide it directly;
- It is necessary to facilitate a Service Request or match you with suitable NDIS providers/Plan Managers;
- An authorised representative or nominee provides it; or
- Required by law.

By submitting a Service Request or uploading details to Find NDIS, you provide explicit and informed consent for us to collect, use, and disclose Sensitive Information for the primary purpose of identifying, referring, and connecting you with NDIS service providers and intermediaries.

4. How We Collect Personal Information

We collect information when you:

- Visit the Site, use the App, create an Account, or update your profile.
- Submit a Service Request, query a Plan Manager, or request provider callbacks.
- Upload documents, Service Agreements, or NDIS plan documentation into your Account.
- Communicate with our support team or leave feedback/reviews.

We may also collect information from NDIS Providers, Plan Managers, Support Coordinators, and third-party technology integration partners. External websites or apps linked through our portal have their own independent privacy policies.

5. How We Use Your Personal Information

We use Personal Information to:

- Operate and deliver Find NDIS Services, directory searches, and account features.
- Facilitate Service Requests and accurately match Participants with NDIS Providers and Plan Managers.
- Verify your identity and confirm NDIS plan funding structures.
- Communicate critical platform updates, administrative notices, and support responses.
- Maintain, test, and improve our technology, directory algorithms, and user security.
- Meet NDIS Commission compliance, auditing, and Australian legal obligations.

Direct marketing communications are sent only where permitted, and you may opt out at any time. Sensitive Information and health data are never used for marketing purposes. We may generate de-identified, aggregated data for sector reporting and platform analytics, which cannot be re-identified.

6. Disclosure of Your Personal Information

We may disclose Personal Information to:

- NDIS Service Providers & Plan Managers responding directly to your Service Requests or plan management onboarding requirements.
- Third-party technology service providers including secure cloud hosting, analytics, billing, and communication systems.
- Government agencies, the NDIA, or the NDIS Quality and Safeguards Commission where legally required or requested as part of official audits.
- Law enforcement agencies or courts under a binding legal order.
- A successor entity as part of a formal corporate restructuring or business transfer.

NDIS Providers and Intermediaries who receive participant details from Find NDIS are contractually and legally bound to use that information solely to respond to the Service Request, adhere to the Privacy Act 1988, and maintain reasonable data security safeguards.

7. Overseas Data Disclosure

Some third-party technology infrastructure providers (such as cloud database servers, security monitoring systems, or system communications tools) may store or process data overseas, including in the United States. We take reasonable steps to ensure overseas data recipients observe strict privacy obligations consistent with the Australian Privacy Principles (APPs).

8. Security of Personal Information

We may disclose Personal Information to:

- Multi-Factor Authentication (MFA) and granular permission management.
- End-to-end SSL/TLS encryption for data in transit and strong encryption at rest.
- Monitored cloud infrastructure, vulnerability scanning, and vendor risk assessments.

While no electronic method is 100% immune to breaches, we take all reasonable precautions to safeguard Personal Information from misuse, loss, interference, or unauthorised access, modification, or disclosure.

9. Document Storage in Your Account

The Site and App allow Participants, Providers, and Plan Managers to upload documents (such as Service Agreements, NDIS Plan extracts, or funding summaries). We take reasonable administrative steps to protect files stored within your Account. You are responsible for downloading and retaining copies of your own documents prior to account closure.

10. Access, Correction, and Deletion

You have the right to request access to the Personal Information we hold about you, request corrections to inaccurate information, or request account deletion where permitted by NDIS auditing and Australian financial retention laws.

To make a request, contact us at info@findndis.com.au (or your designated support email). Identity verification will be required prior to releasing or modifying account details. If access or deletion cannot be granted due to legal or regulatory exemptions, a formal explanation will be provided.

11. Cookies and Tracking Technologies

We use cookies, web beacons, and similar technologies to remember your portal preferences, secure user logins, analyse Site/App navigation patterns, and enhance user experience. You may disable non-essential cookies via your web browser settings, though certain portal features may function with limited capability as a result.

12. Notifiable Data Breaches (NDB)

Find NDIS strictly complies with the Notifiable Data Breaches Scheme under the Privacy Act 1988. In the event of a data breach that is likely to result in serious harm to any individual, we will immediately contain the incident, conduct a thorough risk assessment, and formally notify the affected individuals and the Office of the Australian Information Commissioner (OAIC) as required by law.

13. Data Retention and Disposal

We retain Personal Information only for as long as necessary to deliver Find NDIS services, support active NDIS plan tracking, meet statutory record-keeping rules (including NDIS Commission audit requirements), and resolve disputes. When data is no longer required, it is permanently deleted or de-identified using secure digital measures.

14. Changes to this Privacy Policy

Find NDIS may update this Privacy Policy periodically to reflect technological updates, operational adjustments, or shifts in NDIS rules. Updated versions will be published directly on the Site and App. Continued use of Find NDIS Services after an update indicates acceptance of the revised Privacy Policy.

15. Contact Us

If you have questions, concerns, data access requests, or privacy complaints regarding this Privacy Policy, please contact our Compliance Officer:

Email: info@findndis.com.au

Website: www.findndis.com.au

Post: Find NDIS Privacy & Compliance Team, 248 Wonga Park, Warranwood, VIC 3134

We will investigate your query promptly and respond in writing within a reasonable administrative timeframe.