



Keeping your information private

Our Privacy Policy • Easy Read



JP Plan Management wrote this guide.

When you see **we** or **us**, it means JP Plan Management.

You can ask someone to help you read this guide.



Words in **bold** are explained in the word list at the end.

Your information



We collect **personal information** about you.

This can be your name, contact details, NDIS number and NDIS plan.

It can be your bills, payments and bank details.

Sometimes it is about your disability or health, if we need it to manage your plan.



We only collect what we need.

We keep it **private** and safe.



Why we need it



To pay your bills from your NDIS plan.



To send you statements about your plan money.



To keep you safe and to follow the law.

Where we get it



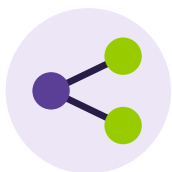
We get most information from you, or from a person you choose to help you.



We also get information from the **NDIA** and from your providers, for example when they send us a bill.



Who we share it with



We share some information with:
the **NDIA**, so we can pay your bills
your providers
your support coordinator, if you say yes.



Sometimes the law says we must share information.
For example with the **NDIS Commission**, the police, or to keep someone safe.



If something goes wrong and we cannot work, another plan manager may help pay your bills.
They only get the information they need.



We **never** sell your information.

Keeping it safe



We use passwords and safe computer systems.
Only our staff who need your information can see it.



Your information is stored in Australia.



Sometimes companies that help us may see some information from other countries.

This is to stop computer viruses and scams, or to fix computer problems.

These countries include Slovakia, other countries in Europe, and the United States.

These companies must keep your information safe and private.



We keep your information for 7 years.

Then we delete it or destroy it safely.



If your information gets into the wrong hands and it could hurt you, we will tell you.

This is called a **data breach**.

We will also tell the **OAIC**.



People make decisions about paying your bills.

Computers do not make these decisions.



Your rights



You can ask to see the information we have about you.

It is free.

We will answer within 30 days.



If something is wrong, you can ask us to fix it.



You can change your mind about what we share at any time.

This is called changing your **consent**.

Just tell us.

If you are not happy



Tell us. Call **0401 034 538** or email **contact@jppm.com.au**

We will contact you within **1 working day**.

We will tell you what we decided within **30 days**.



If you are still not happy, you can contact the **OAIC**.

Call **1300 363 992**

Website: oaic.gov.au



You can also contact the **NDIS Commission** at any time.
Call **1800 035 544**



Need an interpreter? Call TIS National on **131 450**.
Need help to hear or speak? Use the National Relay Service
and ask for 0401 034 538.



Our full **Privacy Policy** is on our website: jppm.com.au
You can ask for this guide in large print or another format.

Word list

Consent	Saying yes to something. You can change your mind at any time.
Data breach	When personal information is lost, stolen or seen by the wrong people.
NDIA	The National Disability Insurance Agency. They manage the NDIS and your plan money.
NDIS Commission	The government group that makes sure NDIS services are safe and good quality.
OAIC	The Office of the Australian Information Commissioner. They make sure privacy laws are followed.
Personal information	Information about you, like your name, NDIS number or bank details.
Privacy Policy	Our document that explains how we look after your personal information.



Private

We keep it safe and do not tell people who do not need to know.

Working day

Monday to Friday. Not weekends or public holidays.

Contact us

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