

How we keep your information private

We follow the **Privacy Act**. This is a law that says how your information must be kept safe.



Your information

Personal information is information about you.

Like your name, where you live, your NDIS plan, and your health or disability.



We only ask for what we need

We only collect information that helps us support you.

You do not have to tell us everything. However, the more we know about your situation, the better we can help you.



We ask you first

We ask before we share your information. This is called **consent**.

Consent means you say **yes**. You can change your mind, or **withdraw** (take back) your consent, at any time.



Who we share with

When you say yes, we share with people who help you. Like your plan manager, the NDIA or your other supports.

We only share what they **need to know**.



When we must share

Sometimes the law says we must share information. Like when someone might be **unsafe**.

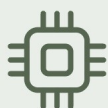
If this happens, we will tell you when it is safe to.



Keeping it safe

Your records are kept on **secure computer systems in Australia**. They are protected with passwords.

Some programs we use, like our accounting software, keep information in the United States.



Artificial intelligence (AI)

We sometimes use AI tools to help with things like meeting notes and emails.

Before we use AI to write down a meeting, we always **ask first**. It is OK to say no.

We keep your name and details out of AI tools wherever we can. **A person checks everything.**

AI **never** makes decisions about you.



Seeing your information

You have the **right to see** the information we have about you, at any time. Just ask us.

If something is wrong, tell us and we will fix it.

Questions, or not happy?

If you have any questions, please contact Realigned Coordination. You can bring a support person.



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Still not happy? You can contact the **Office of the Australian Information Commissioner (Oaic)** on 1300 363 992.