



ALLIANZ NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

Privacy Policy

Privacy

This Privacy Policy sets out how Allianz* collects, stores, uses and discloses your personal information in relation to services provided for the National Disability Insurance Scheme (NDIS).

Where required by law, we will provide you with privacy information (in the form of a Privacy Notice or other privacy disclosure documentation) which is specific to the products or services you want to obtain from us, or specific to your dealings with us.

Allianz* means Allianz Australia Insurance Limited. This Privacy Policy applies to participants, associated individuals and other individuals who interact with Allianz in the course of Allianz's business as a Plan Manager for the NDIS.

What is 'personal information'?

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not; and
- whether the information or opinion is recorded in a material form or not.

What kinds of personal information do we collect and hold?

The personal information collected and maintained by Allianz generally includes your name, date of birth, gender and contact details including your address. We will also ask you for information specific to the product or service you decide to access or obtain from us.

For services related to the NDIS, this information may include:

- name, contact details, date of birth and age;
- gender;

- details about participants' physical or mental health, including disabilities;
- information about participants' support requirements;
- details of guardians and nominees, including names, addresses and contact details;
- guardianship documentation, such as court orders;
- NDIS reference number;
- details of feedback or complaints about services provided by us;
- bank account details and;
- employee records.

We may also collect and maintain sensitive information about you, such as information about your health or disability, doctors you have seen or health services you have received, your NDIS plan and goals.

There are some circumstances where you can deal with us anonymously, such as when you are only looking for general information about our services. However, if you are, or apply to become, a participant in the NDIS or a registered provider of support services to NDIS participants, it is impractical to deal with you on an anonymous basis and in this case we may not be able to assist you if you seek to deal with us anonymously.

If you have applied for employment with us, we collect your name, address, contact details, current and past employment information, educational qualifications and professional associations. We also collect information about and proof of your residency status, the name and contact details of your referees and other information required for recruitment purposes. Where we seek your consent to conduct a background check, we also collect details of your proof of identity from you.

In the recruitment process, we may ask you to answer optional questions about your personal attributes including ethnic background and disability information. This sensitive information will only be collected with your consent, and only for the purpose of understanding the diversity profile of applicants and employees and for internal reporting purposes within Allianz Australia and the Allianz Group.

How do we collect your personal information?

Where it is possible, we collect your personal information directly from you in person, in writing, over the telephone, through our online services (including our virtual online assistant and any online chat functions) and/or by email and messaging. In some circumstances, we may also collect it from:

- your agents or representatives: for example, your Support Coordinator, your Local Area Coordinator, representatives of government departments or agencies assigned to you, your legal advisers, your guardian, or your family or nominated person who is a legal representative of your plan or is instructed by you to deal with us;
- third parties who you have asked to provide your personal information to us, including your support providers, and medical or allied health providers;
- our and our related entities' service providers (which may also include overseas service providers) and agents or subcontractors of any of those providers (Our Parties);
- statutory authorities or government departments, for example the National Disability Insurance Agency (NDIA), NDIS Quality and Safeguards Commission, Department of Child Protection;
- industry databases, for example to access NDIS information, service providers or facilitate payments; and/or
- the general public when it is unsolicited and may be relevant to matters relating to your or another person's health, safety or wellbeing, or the integrity of the NDIS.

Unless we are required or permitted by law to collect sensitive information about you, we will only do so with your consent.

If you nominate individuals to act on your behalf, you should direct them to this Privacy Policy and make them aware of the content of any privacy notice we provide you with.

If you start an online form and you cancel prior to submitting the online form, the information you have entered up to that point will be automatically deleted.

Website and other data tracking

We may collect information about your visit to our website to assist us to measure and improve our website. Examples of information that we collect include: date and time of your visit, whether you have previously visited our website, or if you used a search engine to find us and some geographical information about what country and state you are in.

We use website analytics tools to collect visitor information so that we can better understand how to improve our products and services for you. These tools use interaction tracking technology in the form of small information files that are placed on a visitor's device through their browser when they visit a website. These files may be referred to as 'cookies', 'pixels', 'widgets', or 'scripts'. For information on turning off these files, please go to the privacy settings section within your browser.

In addition to these files, website analytics tools use other data collection methods such as appending query strings to an image request. We store website analytics data securely and do not share it with third parties. We also use third party tracking tools, for example through Google AdWords. These tools enable us to display tailored advertising to you on different websites across the internet based on your prior visits to our website. We do not collect any identifiable information about you through this process. We also use other external companies for the following purposes:

- for web hosting services for this website; and/or
- to gather non-personal information (using tracking tools) in order to evaluate the website's effectiveness, for example online marketing activities.

For what purposes do we collect, hold and use your personal information?

We collect, hold and use your personal information to provide our products and services, and manage our business. This may include:

- to deal with enquiries;
- to provide a product or service, including:
- facilitating your access to the NDIS;
- implementing your approved NDIS plan, including managing your support payments;
- sharing information relating to you with support or service providers for services included in an approved NDIS plan;
- communicating details about our NDIS-related services;
- conducting customer research and analytics in relation to our NDIS-related services, improving our service, auditing and quality assurance;
- handling complaints and disputes;
- training our employees and representatives;
- monitoring for quality assurance purposes and security issues;
- detecting, investigating matters which may compromise the integrity of the NDIS
- complying with laws;
- identifying and contacting individuals who do business with us;
- assessing and processing employment applications; and

- other purposes communicated to you at the time we collected your personal information or as required or permitted by law.

Algorithms, automated decisions and AI

Occasionally, we (or our Business Partners) may use personal information in artificial intelligence (AI) tools to enhance the quality and responsiveness of our services and products, prevent fraud, and enhance the security of our systems and platforms.

For instance, we may ingest personal information to such tools in order to automatically summarise, transcribe, or analyse interactions you have with us, such as phone calls or online chats. These models are designed to support the quality and responsiveness of our customer service efforts.

To ensure we meet privacy and ethical standards; we conduct a Privacy and Ethics Impact Assessments whenever we (or our Business Partners) use personal information in an AI tool.

We don't use sensitive personal information in AI tools unless we have specifically informed you or obtained your consent. You can visit the [Allianz Group website to see our approach to data ethics and responsible AI](#).

Direct marketing and your privacy

We do not use or disclose personal information collected in the course of providing NDIS-related services for the purposes of direct marketing.

Who do we disclose your personal information to and why?

We may disclose your personal information to other organisations for the purposes described above in the 'For what purposes do we collect, hold and use your personal information?' section. This may include disclosure to:

- our related companies, including overseas subsidiaries of our ultimate holding company, Allianz SE, which provide business services to us;
- your agents or representatives: for example, your Support Coordinator, your Local Area Coordinator, representatives of government departments or agencies assigned to you, your legal advisers, your guardian, your family or nominated person who is a legal representative of your plan or is instructed by you to deal with us;
- third parties you have asked us to provide your personal information to, including your support providers, medical and health service providers;

- our advisers (including legal, actuary and accounting advisers) and service providers, including data analytics;
- statutory authorities or government departments, for example the National Disability Insurance Agency (NDIA), NDIS Quality and Safeguards Commission, Department of Child Protection;
- investigators and recovery agents;
- the agent and contractor of any of the third parties above and;
- other parties as required by law.

We will not disclose your sensitive information for any purpose, other than the purpose for which it was collected, or a directly related secondary purpose, unless you otherwise consent.

Certain laws also authorise or require us to collect, use and disclose your personal information. These laws include (but are not limited to) Autonomous Sanctions Act 2011, Corporations Act 2001, Australian Securities and Investments Commission Act 2001, National Disability Insurance Scheme Act 2013, Income Tax Assessment Act 1997, and A New Tax System (Goods and Services Act) 1999.

Disclosure to overseas recipients

The systems we use to process and store your personal information for the purposes of NDIS-related services are hosted within Australia. Some features of third-party provided applications or support functions may require access by those third parties or Allianz Group companies from overseas locations. In some instances, your personal information may be disclosed to and stored by companies in the Allianz Group, business partners, and service providers (including providers of our virtual online assistant and any online chat function) that may be located overseas. The countries in which these recipients may be located will vary from time to time, but may include Canada, Germany, France, New Zealand, United Kingdom, United States of America, Singapore and India.

When personal information is shared overseas, there is a possibility whomever receives the information may be required to disclose it under a foreign law.

We regularly review the security of the systems that we use for sending personal information overseas. Any information disclosed may only be used for the purposes of collection as detailed previously and for system administration.

How do we hold your personal information?

We hold personal information in a number of ways, including:

- in our secure computer systems or databases, which may involve storing data on storage or computer systems provided by third party suppliers;
- in paper records; and/or
- in telephone recordings (used for training and verification purposes).

Where it has been collected from an agent, or our service providers, they may also hold copies of your personal information.

Protecting your information

Protecting the personal information we collect is important to us and we take a number of steps to maintain this protection including:

- operating secure buildings and systems;
- working with trusted service providers;
- training our staff on keeping personal information secure; and
- keeping personal information only for as long as we require for our business needs or required by law.

Your privacy rights

Access: You have the right to request access to personal information that we hold about you. Any privacy access request that you make is limited to personal information about you. We will typically deal with your request to access your personal information within 30 days.

Your access to your personal information is subject to some exceptions under the Australian Privacy Principles. Some of these exceptions include circumstances where we reasonably believe that access would have an unreasonable impact on the privacy of others, the information is protected by law, release of the information would be prejudicial to us in relation to a dispute or complaint; the information is commercially sensitive.

If we can't give you access to information, we will tell you why in writing or we will redact the information we cannot give you.

We will need to verify your identity before we can provide you with access to information that we hold about you. There is generally no fee for lodging a privacy access request but sometimes we may charge you an administrative fee to recover our costs for actioning your request. We will let you know before we do so.

Correction: You have the right to request that we correct personal information that we hold about you if you think it is inaccurate or incomplete. We will need to verify your

Internal Identity and accuracy of the information provided before making any changes to the personal information we hold.

Raising concerns: If you think we have not handled your personal information correctly or in accordance with the law please contact us using any of the following channels:

Contact information

Online

Submit your query through our [dispute resolution team](#) . if you wish to exercise your privacy rights.

Phone

Alternatively, call [13 1000](#) to speak to our team within the following hours:

Monday to Friday, 8 AM to 9 PM AEST

Saturday and Sunday, 8 AM to 5 PM AEST

Postal address

Allianz Australia Limited

GPO Box 4049 Sydney NSW 2001

Upon receipt of your complaint, our team will:

- Acknowledge your complaint
- Keep you informed on the status of your complaint
- Try to reach a resolution

Making a complaint

If you believe that we have not met our privacy obligations in our handling of your personal information, please contact us. If you are unhappy with the resolution of your complaint or with the way that Allianz has handled your complaint, you may refer the matter to the Office of the Australian Information Commissioner.

Changes to this Privacy Policy

We may make changes to this Allianz National Disability Insurance Scheme (NDIS) Privacy Policy from time to time for any reason and will publish changes on this page.

Allianz Australia Insurance Limited (ABN 15 000 122 850)
is a registered NDIS Provider (Registration ID 4050106692).
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