

# nib Thrive Privacy Policy

nib Thrive Pty Ltd (ABN 69 624 874 219) and nib Thrive Support Coordination Pty Ltd (trading as Aurora Coordination) (ABN 28 161 797 477) ("Thrive") are related entities of nib holdings limited (ABN 51 125 633 856).

## nib Thrive and Privacy

This information explains how we follow Australian privacy laws. Since we're part of the **nib Group** of companies, we manage privacy in the same way as the rest of the nib Group. This information highlights and provides extra details about how the **nib Group privacy policy** (which you can find on nib's website) applies to:

- the disability plan management businesses of nib Thrive Pty Ltd, registered National Disability Insurance Scheme (NDIS) provider registration number 4050033778;
- the support coordination business, nib Thrive Support Coordination Pty Ltd (trading as Aurora Coordination), NDIS provider registration number 4050001311.

We work to keep your information safe, including by using technology that lets us know when a computer or device visits or views our content, just like many other companies do.

From time to time, we may update our Privacy Policy by posting the changes on our website. We recommend checking the website now and then, so you are aware of the latest version.

## Collecting your personal information

nib Thrive is a NDIS plan manager. We help participants manage the funding in their approved NDIS plan and pay providers for the supports and services they provide to participants. nib Thrive Support Coordination (Aurora Coordination) is a registered provider that helps participants navigate the NDIS. We support participants in finding and coordinating the services they need to reach their personal goals.

Depending on your involvement with nib Thrive, we may collect personal information about you such as your name, your contact details and other information about your circumstances and preferences.

For example, we may collect information about your physical or mental health (including disabilities) or medical history, gender, age, health services you have received, details of your guardians and nominees or support coordinator, government identifiers (such as your NDIS Participant number) and if we need to make a payment on a participant's behalf, your bank account details. We collect this information directly from you when you provide it to us (for example, by uploading documents to our portal). We may also collect it from others, such as:

- Disability support providers;
- State or territory governments;
- Commonwealth government agencies;
- People or organisations assisting or working with us.

We only collect information from others when it's not reasonable or practical to get it directly from you, or someone you have authorised to represent you or we are legally required to do so.

You can talk to nib Thrive without telling us who you are, but only if it's practical for us to help you without knowing your name. This could be if you're asking general questions about plan management or support coordination. However, we may not be able to help you or provide you with goods or services without knowing your identity. It's a good idea to ask nib Thrive about when you can stay anonymous or use a different name.

## Using your personal information

Here are some examples of how we use your personal information in our plan management business:

- to hold plan management establishment meeting with participants and set up service agreements;
- to give you, your representatives and support coordinators helpful information (like rates, or location of a service provider) to make informed choices about the service provider best suited to the participant's individual needs and circumstances;
- to check invoices and make payments;
- to help you view claim histories and easily track your NDIS funding;

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Here are some examples of how we use your personal information in our support coordination business:

- to help connect participants and suitable service providers;
- to coordinate and manage the delivery of supports to help participants achieve their NDIS plan goals;
- to assist participants with the planning and monitoring of their budgets to maximise the utilisation of their allocated funds; and
- to work with providers on behalf of participants to resolve issues with service delivery and improve participant service experience.

Here are examples of how we use your personal information that apply to both our plan management and support coordination services:

- to respond to and process your requests for information and services;
- to assist in developing new and improved products or service offerings;
- To give you information about the services and products we offer or plan to offer (including those from nib Thrive and the wider nib Group, depending on your preferences);
- to provide you with updates about nib Thrive (and the nib Group, if relevant to you);
- providing you with information to “opt-out” of or temporarily “suspend” access to services and products we offer or propose to offer (as explained in your Service Agreement);
- to receive your feedback or complaints about our services, or possible problems with your NDIS supports or services, or to participate in the NDIS Quality and Safeguards Commission audit process; and
- to confirm your identity when you contact us.

Except where you have provided your consent, nib Thrive will not share your personal information between its plan management and support coordination services.

## Storing and disclosing your personal information

nib Group protects your personal information using various methods and services within their business systems. Sometimes, they might need to share your personal info (including outside of Australia, if it's legal to do so):

- to our agents, contractors and service providers, who help us provide services to you, including those located in New Zealand, Philippines, India and Bangladesh. As part of the nib Group, those services may be shared with other businesses in the group.
- to any person authorised by you, or to others you have nominated, to access information in connection with your NDIS plan or support coordination services.
- to the National Disability Insurance Agency (NDIA) and NDIS Quality and Safeguards Commission where necessary for the administration of your plan or provision of support coordination services, or other government agencies where required by law.
- in additional ways you may also agree to.

## Contact with nib Thrive about your personal information

You may wish to contact nib Thrive to access your personal information, to seek to correct it or to make a complaint about privacy. You can contact our privacy officer at [privacyofficer@nib.com.au](mailto:privacyofficer@nib.com.au) or using the contact details for nib Thrive set out below.

nib Thrive Pty Limited  
22 Honeysuckle Drive  
Newcastle NSW 2300  
AUSTRALIA  
Phone: **1800 999 333**

We will respond to your request for access to personal information we hold about you as soon as we reasonably can, including if we are unable to provide you with access (such as when we no longer hold the information).

We do not impose any charge for a request for access, but we may charge you a reasonable fee for our costs associated with providing you with access and retrieval costs.