



## PRIVACY POLICY

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# CONTENTS

1. Our commitment to protect your privacy .....	3
2. Who is Blitzit Plan Manager .....	3
3. Personal information.....	3
4. Why we collect your personal information.....	3
5. How do we collect your personal information? .....	3
6. How do we use your personal information? .....	4
7. To whom will we disclose your personal information?.....	4
8. Website analytics & statistics.....	5
9. Anti spam policy .....	5
10. Opting out of receiving marketing correspondence.....	5
11. Updating your personal information .....	5
12. Access to your personal information.....	5
13. Denied access to personal information.....	6
14. Services without identifying you.....	6
15. How safe and secure if your personal information that we hold? .....	6
16. Further information and complaints.....	6
17. Change in our privacy policy .....	6

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# BLITZIT PLAN MANAGER - PRIVACY POLICY

## 1. OUR COMMITMENT TO PROTECT YOUR PRIVACY

We understand how important it is to protect your personal information. This document sets out our Privacy Policy commitment in respect of personal information that you may provide to us.

We recognise that any personal information we collect about you will only be used for the purposes indicated in our policy, where we have your consent to do so, or as otherwise required or authorised by law. It is important to us that you are confident that any personal information we collect from you or that is received by us will be treated with appropriate respect ensuring protection of your personal information.

Our commitment in respect of personal information is to abide by the Privacy Act 1988 (Cth) and any other relevant law.

## 2. WHO IS BLITZIT PLAN MANAGER

Blitzit Plan Manager manages and tracks Participants NDIS funds to streamline admin and keep you in control. We collaborate with people living with a disability and their service providers to deliver NDIS Plan Management Services.

## 3. PERSONAL INFORMATION

When we refer to personal information we mean information or an opinion about you, from which you are, or may reasonably be, identified.

This information may include (but is not limited to) your name, date of birth, driver's licence number, your disability, phone number, email address and address. The NDIS Participant number and NDIS Participant Plan.

It is not common practice for us to collect other sensitive information about you (such as information about your religion, trade union membership, political opinion, sexual preference or criminal record).

## 4. WHY WE COLLECT YOUR PERSONAL INFORMATION

We collect and receive personal information about you in order to conduct our business; provide individuals with services; manage our relationships with our clients, their families, government agencies, business partners and other entities; marketing our services and complying with the law and other regulatory requirements. From time to time we may offer other services.

## 5. HOW DO WE COLLECT YOUR PERSONAL INFORMATION?

Personal information may be collected by us in a number of circumstances, including when an individual:

- Makes an enquiry via email or telephone or website, or app, any other means of communication;
- Meets with us to discuss the services we provide;
- Applies to work with us;
- Subscribed via our online forms;
- Have used our services.

Where reasonable and practical we will collect your personal information only directly from you. However, we may also collect information about users of our services and potential users of our services from third parties such as contractors who supply services to us, government agencies our business

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partners, from publicly maintained records or from other individuals or companies as authorised by the individual concerned. If you do not provide the information requested by us, we may not be able to provide you with the appropriate services.

If you provide personal information to us about someone else, you must ensure that you are entitled to disclose that information to us and that, without us taking any further steps required by privacy laws, we may collect, use and disclose such information for the purposes described in the Privacy Policy. For example, you should take reasonable steps to ensure the individual concerned is aware of the various matters detailed in this Privacy Policy. The individual must also provide the consents set out in this Privacy Policy. The individual must also provide the consents set out in this Privacy Policy in respect of how we deal with their personal information.

## 6. HOW DO WE USE YOUR PERSONAL INFORMATION?

We use your personal information for the purpose for which it has been provided, for reasonably related purposes, any other purpose you have consented to and any other purpose permitted under the Privacy Act. This may include using your personal information for the following purposes:

- To provide you with the services you requested;
- To assess, process and manage your application to work with us; or
- For complaints handling or data analytics purposes.

## 7. TO WHOM WILL WE DISCLOSE YOUR PERSONAL INFORMATION?

To enable us to maintain a successful relationship with you, we may disclose your personal information (including sensitive health information):

- Marketing analysis and service development including the employees and contractors, delegates of NDIA;
- Your doctors and therapists, if required;
- Companies and contractors who we retain to provide services for us, such as travel agents, IT contractors, lawyers, accountants and auditors, who will need to have access to your personal information to provide those services;
- People considering acquiring an interest in our business or assets; and
- Other individuals or companies authorised by you;
- Your NDIS representatives including NDIS service providers about other support services that have been, or will be, delivered by them;
- Staff training;
- For any other reasonably expected purpose.

By providing us with your personal information, you consent to us disclosing your information to such entities without obtaining your consent on a case by case basis.

Sometimes we are required or authorised by law to disclose your personal information. Circumstances in which we may disclose your personal information would be to a Court, Tribunal or law enforcement agency in response to a request or in response to a subpoena or to the Australian Taxation Office.

We may from time to time transfer personal information outside Australia in accordance with the Privacy Act to countries whose privacy laws do not provide the same level of protection as Australia's privacy laws. For example, we may transfer your personal information to countries located in Asia, Europe or the USA.

By providing us with your personal information, you consent to us disclosing your information to entities located outside Australia and, when permitted by law to do so, on the basis that we are not required to take such steps as are reasonable in the circumstances to ensure that any overseas recipient complies with Australian privacy laws in relation to your information.

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## 8. WEBSITE ANALYTICS & STATISTICS

### WEBSITE, SOCIAL MEDIA AND APP ANALYTICS AND STATISTICS

We collect some non - personally identifiable information when users visit our website or social media platforms. This data cannot be used on its own to trace or identify a person. This collected information is used solely internally for the purpose of gauging visitor traffic trends.

### DIRECT MARKETING

From time to time we may use your personal information to provide you with current information about special offers you may find of interest, changes to our organisation, or new services being offered by us or any company with which we are associated. By providing us with your personal information, you consent to us using your information to contact you on an ongoing basis for this purpose, including by mail, email, SMS, social media and telephone.

If you do not wish to receive marketing information, you may at any time decline to receive such information by contacting our Privacy Contacts using the contact details below. We will not charge you for giving effect to your requested and will take all reasonable steps or meet your request at the earliest possible opportunity.

## 9. ANTI SPAM POLICY

We will never sell or rent your personal information including your email address.

## 10. OPTING OUT OF RECEIVING MARKETING CORRESPONDENCE

If you don't want to receive marketing promotion emails, newsletters and offers, you can opt out by contacting us at [hello@blitzit.com.au](mailto:hello@blitzit.com.au)

We will still send you essential information, such as statements and accounts.

## 11. UPDATING YOUR PERSONAL INFORMATION

It is important to our relationship that the personal information we hold about you is accurate and up to date. During the course of our relationship with you we will ask you to inform us if any of your personal information has changed.

If you consider that any information we hold about you is incorrect, you should contact us to have it updated. We will generally rely on you to assist us in informing us if the information we hold about you is inaccurate or incomplete.

You can update your personal information by logging into your account online or by emailing us your updated details to [hello@blitzit.com.au](mailto:hello@blitzit.com.au)

## 12. ACCESS TO YOUR PERSONAL INFORMATION

We will provide you with access to the personal information we hold about you, subject to limited exceptions in the Privacy Act as outlined below. You may request access to any of the personal information we hold about you at any time.

To access personal information that we hold about you, use the contact details specified below. We may charge a fee for our reasonable costs in retrieving and supplying the information to you.

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### 13. DENIED ACCESS TO PERSONAL INFORMATION

There may be situations where we are not required to provide you with access to your personal information. For example, such a situation would be information relating to an existing or anticipated legal proceeding with you, or if your request is vexatious.

An explanation will be provided to you if we deny you access to your personal information we hold.

### 14. SERVICES WITHOUT IDENTIFYING YOU

In most circumstances it will be necessary for us to identify you in order to successfully provide services to you, however, where it is lawful and practicable to do so, we will offer you the opportunity of receiving our services or information about our services without providing us with personal information. Such a situation would be where you make general inquiries about our services.

### 15. HOW SAFE AND SECURE IS YOUR PERSONAL INFORMATION THAT WE HOLD?

We will take reasonable steps to protect your personal information by storing it in a secure environment, and when the information is no longer needed for any purpose for which the information may be used or disclosed, it will be destroyed or permanently de-identified.

We will also take reasonable steps to protect any personal information from misuse, loss and unauthorised access, modification or disclosure.

Keep your password, login, PIN and any identifying information safe.

It is your responsibility to keep your PIN, logins and password secure. Anyone who knows this information can access your account. We accept no responsibility for personal information discussed to persons who know your PIN, login, passwords or other identifying features.

### 16. FURTHER INFORMATION AND COMPLAINTS

You may request further information about the way we manage your personal information or lodge a complaint by contacting our Privacy Officer(s) on the contact details below.

All complaints will be investigated and providing we have all necessary information and have completed any investigation required we will respond within 15 business days,

In cases where further information, assessment or investigation is required, we will seek to agree alternative time frames with you. If you have any questions or would like further information, you can contact us by emailing [hello@blitzit.com.au](mailto:hello@blitzit.com.au) or by writing to:

The Privacy Officer  
Blitzit Plan Manager  
PO Box 4323  
PITT TOWN NSW 2756

### 17. CHANGE IN OUR PRIVACY POLICY

We are constantly reviewing all of our policies and attempt to keep up to date with market expectations. Technology is constantly changing, as is the law and market practices. As a consequence we reserve the right to change this Privacy Policy from time to time or as the need arises. This version of the Blitzit Plan Manager privacy policy may be superseded by any later versions released without notice.

The Blitzit Privacy Policy was last updated in May 2021.

END OF DOCUMENT