Your privacy

Easy Read summary | 3 October 2026

You can ask someone you trust to read this with you.

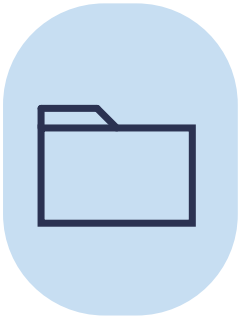


Your information

Personal information is information about you.

It can include your name, phone number and health information.

Privacy means taking care of this information.



What we collect

We ask for information we need to support you.

This can include your goals, NDIS plan and support needs.

We may ask your permission to get information from other people.

Privacy officer: 1300 777 837 | admin@uds.com.au

Full policy and web summary: uds.com.au/privacy-policy/

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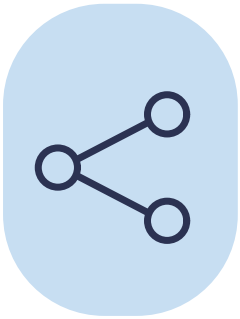


Why we use it

We use your information to plan and provide supports.

We also use it for bookings, payments and complaints.

Some laws tell us what information we must keep or report.



Sharing information

We may share information with people involved in your supports.

We ask for your permission unless the law allows something else.

We also use services that help us send and store information.

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Your choices

You can ask what information we need and why.

You can change your permission to share information.

Ask us how this might affect your supports.



Keeping information safe

We must take reasonable steps to protect your information.

We keep records when we need them or the law requires it.

You can ask our privacy officer about storage and safety.

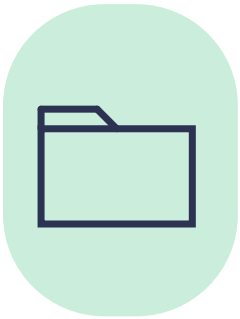
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Using the website tools

The tools work out costs in your web browser.

A saved schedule stays in your browser until you clear it.

A shared calculator link shows your chosen cost settings.



Asking for an email

If you email a schedule, we send its details to an email service.

We use your email address to send you the file.

Asking for a file does not sign you up for the newsletter.

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Finding a location

A suburb search can be sent to our location-search service.

Please do not enter a street address or health information.

If you choose device location, coordinates stay in your browser.



Newsletter updates

You choose whether to get newsletter emails.

We use Mailchimp to send them.

Mailchimp may store information overseas.

You can unsubscribe using the link in a newsletter.

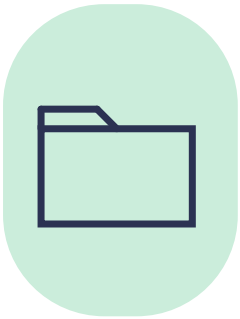
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See or change your information

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

You can ask us to fix information that is wrong.

There is no charge to make a request.

We may need to check who you are.



Ask a question or complain

You can ask someone you trust to help you.

Contact Unify and ask for the privacy officer.

We acknowledge complaints within 1 business day.

You can also contact the OAIC about privacy complaints.

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