

## 1. Introduction

At Viet Plan Connect (“we,” “us,” or “our”), we respect your privacy and are committed to protecting the personal information of NDIS participants, their representatives, and other stakeholders.

This Privacy Policy explains how we collect, use, store, and protect your personal data when you opt-in to receive SMS messages from us.

By subscribing to our SMS services, you consent to the practices described in this policy.

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## 2. Information We Collect

When you opt-in to receive SMS messages, we may collect the following personal information:

- ✓ **Name** (if provided)
- ✓ **Mobile Number** (to send SMS messages)
- ✓ **NDIS Participant or Representative Status** (if applicable)
- ✓ **Consent Details** (date and time of opt-in)
- ✓ **SMS Engagement Data** (responses, interactions, delivery status)

We do **not** collect or store sensitive personal information via SMS.

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## 3. Purpose of SMS Communications

We may use your personal information for the following purposes:

- ✓ Sending **appointment reminders, service updates, and participant support information.**
- ✓ Providing **NDIS-related updates, including changes in services and funding.**
- ✓ Sharing **educational resources, wellness tips, and participant rights information.**

- ✓ **Responding to inquiries** or providing requested support.
- ✓ Complying with **NDIS regulatory requirements**.

We will **never** send promotional or marketing messages unless you have explicitly consented to receive them.

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## 4. Consent & Opt-Out Options

- ◆ **Opt-In:** You agree to receive SMS messages by providing consent during service registration, via a consent form, or by sending a keyword (e.g., "START").
- ◆ **Opt-Out:** You can stop receiving SMS messages at any time by replying **STOP** to any message.
- ◆ **Support Requests:** Reply **HELP** for assistance or contact our team at [Your Contact Details].

Once you opt out, you will no longer receive SMS messages unless you opt in again.

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## 5. Data Storage & Security

We are committed to protecting your personal information. Measures we take include:

- ◆ **Secure Storage:** SMS data is stored on encrypted and access-controlled platforms.
- ◆ **Limited Access:** Only authorized staff can access your SMS-related data.
- ◆ **Retention Policy:** SMS data is retained only as long as necessary to fulfill its purpose and in compliance with **NDIS and privacy regulations**.

## 6. Third-Party Sharing & Compliance

No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All other categories exclude text messaging

originator opt-in data and consent; this information will not be shared with any third parties

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## 7. Compliance with Privacy Laws

Our SMS communication practices comply with:

- ✓ **Privacy Act 1988 (Australia) & Australian Privacy Principles (APPs)**
- ✓ **NDIS Act 2013 & NDIS Quality and Safeguards Commission guidelines**
- ✓ **Spam Act 2003 (Australia) – ensuring no unsolicited marketing messages**

NDIS participants and their representatives have the right to:

- ◆ Request access to their stored personal data.
- ◆ Correct any inaccurate personal information.
- ◆ Withdraw consent for SMS communications at any time.


## 8. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Any changes will be communicated via SMS or published on our website.

## 9. Contact Us

If you have any questions about this Privacy Policy or your personal data, contact us at:

 Email: [info@vietplanconnect.com.au](mailto:info@vietplanconnect.com.au)

 Phone: 0466558848

 Website: [www.vietplanconnect.com.au](http://www.vietplanconnect.com.au)