

Privacy Policy

Digital Payments Pty Ltd trading as Horizonte · ABN 65 680 428 488 · Last updated: July 2026

Horizonte (the business name of Digital Payments Pty Ltd, ABN 65 680 428 488) respects your privacy. This policy explains what personal information we collect when we provide NDIS plan management services, how we use and protect it, and the choices you have. We handle your information in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

1. The information we collect

To act as your plan manager we collect personal information, which may include:

- Your name, preferred name, date of birth and contact details;
- Your NDIS number and a copy of your NDIS plan, including your budget and funding categories;
- Sensitive information, including health and disability information, where it is needed to deliver our services;
- Details of your providers and the invoices and claims we process for you; and
- Where someone acts for you, the contact details of your nominee, guardian, parent or support coordinator.

If you choose not to give us information we ask for, we may not be able to register you or provide plan management services.

2. How we collect it

We collect information directly from you — by phone, email, post, in person, or through our website and forms — and, with your consent or where the law allows, from the NDIA and your providers.

3. Why we use it

We use your personal information to:

- Assess your request for plan management and set you up as a client;
- Check, process and pay provider invoices and reimbursement claims against your plan;
- Track your budget and send you statements and updates;
- Meet our obligations under the NDIS and other laws; and
- Communicate with you and, if you have agreed, send you news or marketing (which you can opt out of at any time).

4. Who we share it with

We only share your information where it is needed to deliver our services or where the law requires. This may include the NDIA, your providers, and our trusted service providers such as our IT and software suppliers. We require them to protect your information. We do not sell your personal information, and we do not store or send it outside Australia in the ordinary course of business.

5. How we keep it safe

We take reasonable steps to protect your information from misuse, loss, and unauthorised access, using appropriate physical, technical and organisational safeguards. We keep your information only for as long as we

need it for our services or to meet our legal obligations, and then take reasonable steps to destroy or de-identify it.

6. Accessing and correcting your information

You can ask to see the personal information we hold about you, and ask us to correct it if it is wrong or out of date. Contact us and we will help. There is normally no charge to make a request.

7. Making a privacy complaint

If you are concerned about how we have handled your information, contact us at hello@horizonte.com.au and we will look into it. If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner on 1300 363 992 or at oaic.gov.au.

8. Changes to this policy

We may update this policy from time to time. The latest version will always be available on our website, with the date it was last updated shown at the top.

9. Contact us

For any privacy question or request, contact Horizonte at hello@horizonte.com.au.

This Privacy Policy is provided for information and is not legal advice.