

28 June 2021

Shirley

By email: [foi+request-7459-997e607e@righttoknow.org.au](mailto:foi+request-7459-997e607e@righttoknow.org.au)

Dear Shirley

### **Freedom of Information Request: Acknowledgement**

Thank you for your requests of 11 June 2021 under the *Freedom of Information Act 1982* (FOI Act) for copies of documents held by the National Disability Insurance Agency (NDIA).

#### **Scope of your request**

The scope of this combined request is:

*“Please provide the documented assurance or proof that Salesforce provides PROTECTED level data security for Australian citizens in accordance with Government cloud services guidelines. That is, specific evidence (by means of assessment or certification) that all information and data created, managed, stored and accessed by the NDIA through all Salesforce products and services are at least PROTECTED with no data leaving Australia or is accessible from overseas.*

*This includes all data related to Independent Assessments (IA), past, present and future.”*

Unless you advise otherwise by 5:00pm 30 June 2021, we will take it that you agree to the names and contact details of NDIA staff being excluded from the scope of your request (that is, the information will be treated as irrelevant).

#### **Processing timeframes**

We received your requests on 11 June 2021 and the 30-day statutory period for processing your request commenced from the day after that date. You should therefore expect a decision from us by **12 July 2021**.

The period may be extended if we need to consult with third parties or for other reasons. We will advise you if this happens.

#### **Charges**

We may apply a processing charge to your request and will advise you as soon as practicable if a charge is payable.

#### **Disclosure Log**

Information released under the FOI Act may be published on the NDIA's disclosure log located on our website, subject to certain exceptions.

If you have any concerns about the publication of information you have requested, please contact us.

**Further help**

Please contact us at [foi@ndis.gov.au](mailto:foi@ndis.gov.au) if you have any questions or need help.

We will contact you using the email address you provided. Please advise if you would prefer us to use an alternative means of contact.

Yours sincerely

**Freedom of Information Officer**  
Parliamentary, Ministerial & FOI Branch  
Government Division