

Privacy policy for The Grain Shed Church of Christ Swan Hill

Open and transparent management of personal information

The Grain Shed Church of Christ ABN: 70 563 340 257 is committed to protecting your privacy in accordance with the 13 Australian Privacy Principles (APPs) from Schedule 1 of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, which amends the *Privacy Act 1988*.

This policy sets out:

- the kinds of personal information we collect
- how we collect it
- the purposes for which we collect, hold, use and disclose personal information
- how you may access the personal information about you that is held by us and seek the corrections of such information
- how you may complain about a breach of the Australian Privacy Principles by us, and how we will deal with such a complaint
- whether we are likely to disclose personal information to overseas recipients

This policy is freely available on our website or in hard copy upon request.

Anonymity & Pseudonymity:

It is your right to be dealt with anonymously or by a pseudonym, provided that it is lawful and practicable. We will try to accommodate a request for anonymity wherever possible, however we note that, in some circumstances, this may prevent us from practically and effectively communicating with you or providing you with services.

Collection of solicited personal information

We do not collect personal information unless the information is reasonably necessary for one or more of our organisation's functions or activities, and the information relates solely to members of the organisation or to individuals who have regular contact with us in connection with our activities.

How we collect information:

We may collect information from you either directly or from third parties. Information we collect from third parties may be by formal or informal means.

Where we collect information from third parties and it is not personal information that is contained in a Commonwealth record, we will take reasonable steps to destroy or de-identify the information as required by law.

We collect personal information about supporters, donors, volunteers, employees, contractors and visitors to our events. We may collect your information in the following ways:

- face to face contact
- electronically including through our website
- via social media messages or conversation
- during phone calls
- voice or image recordings
- whilst delivering and administering services at our facilities or other facilities
- from forms, prayer requests and other correspondence (both in writing and electronically)

Why we collect personal information:

We collect personal information directly from people to allow us to communicate with them, introduce them to our organisation, promote the Gospel to them, pray for them, provide other Christian services to them, and inform them of the work we do.

We might also use your information for the following purposes:

- for the immediate reason for which you have provided it to us (for example, to enable us to process your request, payment, registration, etc)
- to maintain contact with you about our work, to report to you about our work, or to encourage you to learn about what we do
- any other purpose directly related to our work and for which you have provided consent (where it is reasonably required by law)

The types of information we collect:

The types of personally identifiable and/or sensitive information we collect from you or from others about you may include, but is not limited to, the following:

- your full name, gender, birthdate and contact details (address, phone numbers, email, etc)
- Working with Children Check details (or equivalent where required)
- National Police Record details (where required)
- complaint details
- professional and practice information including qualifications and references
- religious information (including attendance, denominational details)
- identity of persons who have authority to collect your children from Affiliate activities
- records of visits to you, phone calls with you, and discussions around pastoral matters
- records of any communications that you have with us
- any idiosyncratic or personal information we obtain from you or others about you

Disclosing your personal information:

We only use your personal and sensitive information for the reason we collect it as set out above and for the purposes for which it was collected, or as otherwise permitted by law.

We will not disclose the above information that we collect to affiliates or third parties without your consent.

We don't rent, sell or exchange your information. The types of organisations to whom we normally disclose your personal information include those who help us administer our technology information systems, financial auditors and Churches of Christ Vic/Tas.

We take reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations when handling your personal information.

Third party websites:

Our website may contain links to third party websites eg podcast, vimeo etc, and third party websites may also have links to our website. Our privacy policy does not apply to external links or other websites. The operators of other websites may collect your personal information. We encourage you to read the privacy policies of any website you link to from our website.

Cookies:

Our website may use cookies or other tracking technologies that monitor your visit to our site. The main purpose of a cookie is to identify users and possibly prepare customised web pages or to save site login information for you. If you do not want cookies to be used, please adjust your browser settings to disable them.

How we protect your personal information:

We take reasonable steps to protect personal information we hold from misuse, interference and loss, and from unauthorised access, modification or disclosure.

Our IT systems are password protected and comply with applicable security standards. Only authorised personnel are permitted to access these details.

It is our policy to:

- permanently de-identify personal information where reasonable and possible; and
- destroy personal information once there is no longer a legal or business need to retain it

Access to personal information:

You can access your information by asking us. Occasionally, we may need to refuse your request to access information, for example, where granting you access would infringe someone else's privacy.

Correction of personal information:

You can update or change your information with us by contacting The Grain Shed Church of Christ Swan Hill reception on 03 5032 9449.

Changes to The Grain Shed Church of Christ Swan Hill Privacy Policy:

The Grain Shed Church of Christ Swan Hill may have to update this Privacy Policy from time to time, for example to comply with changes to the Privacy Act. This Privacy Policy was last updated on 19th March 2018.

If you have concerns or a complaint:

If you require more information regarding this Privacy Policy, access or correction enquiries, or if you have a complaint regarding potential privacy breaches or how your personal information is handled, please contact:

The Grain Shed Church of Christ Swan Hill reception on 03 5032 9449.

If you're not satisfied with how we have handled your complaint you can also contact the Office of the Australian Information Commissioner (OAIC) on www.oaic.gov.au. The OAIC is a government body independent of us. It has the power to investigate complaints about possible interference with your privacy.