

PRIVACY POLICY

Date	25/05/2017
Policy Number	BCOC:1-02
Status	Version 3
Approved by Board on	22/01/2018, 19/09/2019
Revised & Approved on	13/06/2022
Scheduled review date	June 2024

Introduction

Your privacy is important to us. The Berwick Church of Christ (the Church) is committed to protecting your privacy and to ensure we uphold your trust. Our Privacy Policy is created in compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. It covers how we collect, use, disclose and store your information.

POLICY

1. Why we collect your personal information

The Church is a non-profit organisation committed to raising and equipping followers of Christ to love people, serve the city and grow faith communities. To accomplish this, we provide a range of Christian programs and services including our church services, life groups, kids and youth programs, community and mission projects and our discipleship training courses. To participate in certain programs or activities, we need to collect some information from those who want to be involved with our church, enabling us to communicate with them and provide the requested services.

2. What information do we collect and hold?

The information we collect about you will vary depending on the nature of involvement and the activities that you choose to be involved in. We endeavour to only ask you for information that is reasonably necessary for the activities you are seeking to be involved in. You are not required to provide the personal and/or sensitive information that we request, but if you chose not to provide it, it may hinder or prevent your involvement and participation in some activities and communications and the degree of pastoral support and care that we can provide you with.

The Information that we collect includes:

- Contact details (name, address, telephone numbers, email, etc.);
- Personal details (birthdate, marital status, gender, etc.);
- Family details (spouse, children, etc.)' and
- Education qualifications and occupation information (profession, job title, etc.)

Some personal information is considered "sensitive information". At times we collect sensitive information about you, including:

- Health information;
- Religious information (attendance, spiritual milestones, etc.);
- Professional and practice information;
- Criminal record;
- Credit card details; and
- Working With Children Check Status.

The purpose for which we collect personal information will be made clear at the time of collection. All access to our website is anonymous, except for any forms where you enter your personal information. The Church will not collect any personal information about visitors to the website except when they knowingly provide it.

3. Images

The Church or our agents may record images of individuals in photographs or videos (images) during various activities of the Church, including but not limited to live streaming a service, camps and other events. Images of people attending or participating in our activities may be used and shown on our website and other social media

channels. By attending our services or other activities you agree to the Church using your image and personal information in these recordings (subject to Clause 4).

The Church will take reasonable steps to ensure individuals are notified when photographs or videos are being taken at our services or other activities.

Where the service or other activities are specifically for children under the age of 18, written consent from a parent or guardian will be requested prior to use.

For people not willing or unable to have their identity published, and where possible, we will provide a "do not photograph or video" section. If this is not possible, the Leader of the event should be approached to understand the particular arrangements for that service or activity.

4. How we collect your information

The Church will collect information directly from you, unless it is unreasonable or impractical to do so. 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 partners, attenders, supporters, donors, volunteers, employees, contractors and visitors to our events through:

- Any of the forms on the website, other electronic means or paper forms (visitor's card, registration, etc.)
- Face-to-face meetings;
- Email or social media message or conversations;
- Phone calls;
- Voice or image recordings; and
- Church App on Smart Phone.

We will advise you of the purposes of collecting the information at the point that it is collected, and of any third parties to whom the information is usually disclosed.

5. How we use your information

The Church will only use your personal and sensitive information for the reason we collect it as outlined above and for the purpose(s) for which it was collected and for any other purposes that you consent to, or as otherwise reasonably expected or permitted by law.

Generally we will only use and disclose your personal information as follows:

- (a) to establish and maintain your involvement with the Church, including providing you with emails and newsletters;
- (b) to answer your inquiry;
- (c) to register you for events, conferences or workshops;
- (d) for direct promotion of services and events and to keep you informed of new developments we believe may be of interest to you. If we contact you in this way without obtaining your prior consent, you are welcome to notify us to decline any further promotional communications;
- (e) aggregated data may be provided to third parties providing services to the church, or for administrative and duty of care purposes; and to the Churches of Christ to analyse trends and statistical reports for use in developing programs and management of the Churches of Christ Victoria as a whole.
- (f) on a confidential basis to the Church staff, elders and leaders for the purposes of church business or where the law requires the Church to do so; and
- (g) on occasions, personal information will be published in the church roll, church directory, weekly bulletins, newsletters, rosters, magazines, minutes of meetings, training programs and prayer requests.

Members and contacts not wishing personal information to be released need to contact the Church in writing. Non-release of information includes any mention of names in the weekly church email, membership lists, church directory, etc. By not contacting the Church in writing, it is agreed that the information as outlined may be released as appropriate.

6. Access to your information

You can gain free access to your personal and sensitive information by requesting it from us. In some circumstances, we may need to deny your access request, for example where:

- Granting you access would have an unreasonable impact on someone else's privacy;
- Any other reason as consistent with the Privacy Act.

In such a situation, we will provide you with an explanation for why access is denied. If deemed necessary the explanation will be provided in writing.

7. Correcting your personal information

We desire that each person's personal information we hold and collect is relevant, accurate, complete and up-to-date. From time to time we may request all Partners and Attenders to assist us in this by updating their details.

8. Security

The Church will take reasonable steps to keep secure any personal information which we hold and to keep this information accurate and up-to-date. Personal information is stored in a secure server or secure files.

In general the Internet, including the sending and receiving of email, is not a secure method of transmitting information. Accordingly, the Church cannot accept responsibility for the security of information you send or receive from us over the Internet or for any unauthorised access or use of that information.

The Church's IT systems are password protected and comply with applicable security standards. Only authorised personnel are permitted to access your data. Where we use cloud storage, we take all reasonable steps to ensure that the providers we use have privacy policies in place that comply with Australian privacy regulations and principles.

9. Contacting us

If you have any questions or concerns about our Privacy Policy or if you would like to make a complaint about a possible breach of local privacy laws, please contact the Privacy Officer (details below).

In order to effectively address your complaint, we may request further information from you about it before we address it. If you are not satisfied with our response, you may refer your complaint to the Australian Information Commissioner (OAIC) on <http://www.oaic.gov.au/>.

Implementation and Communication

All policies are available upon request from the Safety Contact Person by anyone in regular attendance at the Berwick Church of Christ.

On acceptance by the Elders, this policy will be distributed to all existing staff, volunteers and leaders. It is the responsibility of Ministry Leaders to ensure all Team Members and Team Leaders including Junior Team Members have read and understood this policy.

All new staff, volunteers and leaders will be given access to all the Berwick Church of Christ policies and procedures during their Induction.

Privacy Officer

Name:	Karen Fletcher
Phone number:	0438 886 337
Email:	karenf@bcoc.com.au
Other contact details:	Church Office: 9702 1011 (Mondays, Tuesdays, Thursdays and Fridays) Postal Address: PO Box 75, Berwick 3806

Applicable Legislation, References and Other Policies

Item	Description
Privacy Act 1988 (Cth)	The Privacy Act 1988 (Cth) regulates how personal information is handled.
Australian Privacy Principles	The Australian Privacy Principles (APPs), outline how we must handle, use and manage personal information.

Revision History Table:

Revised On	Revision Made	Approved
ELT revised 12 August 2019	<p>EDITED 1. Why we collect your personal information. CHANGED the word “for” to “from” in the sentence. “...we need to collect some information from those...”</p> <p>EDITED 2. What information do we collect and hold? ADDED “• Working With Children Check Status.” REPLACED “Users can visit the Church website without revealing who they are or other personal information unless they log on or register with us.” WITH “All access to our website is anonymous, except for any forms where you enter your personal information.”</p> <p>EDITED 4. How we collect your information ADDED “• Church App on Smart Phone.”</p> <p>EDITED 5. How we use your information REPLACED “(d) ... If we contact you in this way without obtaining your prior consent, we will provide you with the opportunity to decline any further promotional communications;” WITH “If we contact you in this way without obtaining your prior consent, you are welcome to notify us to decline any further promotional communications;”</p> <p>EDITED 6. Access to your information REPLACED “In such a situation, we will provide you with an explanation in writing for why access is denied.” WITH “In such a situation, we will provide you with an explanation for why access is denied. If deemed necessary the explanation will be provided in writing.”</p> <p>EDITED 7. Correcting your personal information REPLACED “We take all reasonable steps to ensure that the personal information we hold and collect is relevant, accurate, complete and up-to-date. We regularly provide Partners and Attenders with the opportunity to update your details.” WITH “We desire that each person’s personal information we hold and collect is relevant, accurate, complete and up-to-date. We encourage all Partners and Attenders to assist us in this by updating their details when appropriate.”</p> <p>EDITED 9. Contacting us REMOVED “We read all communications and reply where appropriate as soon as possible.”</p>	All revisions approved by the Elders on 19 August 2019.
Revised September 2021	<p>EDITED 1. Why we collect your personal information REPLACED “The Church is a non-profit organisation committed to raising up fervent followers of Jesus Christ who will reach out and impact communities, cities and nations for the Kingdom of God.” WITH “The Church is a non-profit organisation committed to raising and equipping followers of Christ who love people, serve their city and grow faith communities.”</p> <p>EDITED 2. What information do we collect and hold? In the last sentence of the first paragraph REPLACED “or inclusion” WITH “and participation”.</p> <p>EDITED 3. Images REPLACED “The Church or our agents may record or photograph various activities of the Church such as special services, camps and other events. Images of the people attending or participating in our activities may be used and shown on our website and for other promotional purposes.” WITH “The Church or our agents may record images of individuals in photographs or videos (images) during various activities of the Church, including but not limited to live streaming a service, camps and other events. Images of people attending or participating in our activities may be used and shown on our website and other social media channels.”</p> <p>ADDED a second paragraph “The Church will take reasonable steps to ensure individuals are notified when photographs or videos are being taken at our services or other activities.”</p>	All revisions approved by the Elders on 13 June 2022

ADDED a last paragraph “For people not willing or unable to have their identity published, and where possible, we will provide a “do not photograph or video” section. If this is not possible, the Leader of the event should be approached by the individual to understand the particular arrangements for that service or activity.”

EDITED 5. How we use your information

REMOVED last sentence “There are no provisions for exceptions; either the policy is accepted in full or not.”

EDITED 7. Correcting your personal information

REPLACED the last sentence “We encourage all Partners and Attenders to assist us in this by updating their details when appropriate.” **WITH** “From time to time we may request all Partners and Attenders to assist us in this by updating their details.”

EDITED 8. Security

In the second paragraph, **REPLACED** “The Internet” **WITH** “In general the Internet, including the sending and receiving of email,”.

ADDED “The Church’s IT systems are password protected and comply with applicable security standards. Only authorised personnel are permitted to access your data. Where we use cloud storage, we take all reasonable steps to ensure that the providers we use have privacy policies in place that comply with Australian privacy regulations and principles.”

EDITED Implementation and Communication

In the last sentence **REPLACED** “in the induction kit” **WITH** “during their induction”.