

Privacy Policy for Good News Christian Church

Introduction

Good News Christian Church ('Good News') respects a person's right to privacy. This policy was developed around the Australian Privacy Principles (APP), as the principles set clear standards for the collection, access, storage and use of personal information. We will always ensure that all personal information, no matter how or where it is obtained, is handled sensitively, securely.

Personal information held by Good News will not be released to any person outside Good News unless Good News is required to do so by law. All reasonable precautions will be taken to ensure personal information collected and used is accurate, complete and up to date. All reasonable precautions are taken to ensure information held by Good News is not subject to loss, misuse or unauthorised access or alteration.

Definitions

Good News – is the Christian Reformed Church of Hobart, Inc., also known as Good News Christian Church.

Leaders – For the purposes of this policy, leaders includes Good News the minister, elders, deacons, team leaders and team members of ministry teams.

Breach – A breach occurs when a leader from Good News discloses or uses an individual's information in a manner prohibited by this policy.

Confidentiality – Where a leader is required to keep information confidential, this means that they are not to share the information by any means, (including verbally) with any other person (partner, spouse, or other leader), post the information publicly (including any website, personal or otherwise) during and after they cease their role in leadership with Good News.

Personal Information – Personal information is information or an opinion about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion. An individual's Personal Information includes, and is not limited to, the following:

- an individual's name,
- address,
- date of birth,
- contact details,
- profession or occupation, and
- if the individual makes a financial payment to Good News, the individual's Financial

Information (such as bank account details or credit card details).

Sensitive Information – Sensitive Information is Personal Information about an individual's:

- racial or ethnic origin
- membership of political bodies, religions or trade unions
- sexual preferences or activities
- criminal record
- health and genetic information, and
- medical history

Computer Systems and Software – Computer systems and software that are owned and/or run by Good News. This may refer to the church's website, data and web services.

Elvanto – Elvanto is the Church Management Software (also referred to as a database) used by Good News. It is a cloud based service, meaning that information is not stored on site. Elvanto has servers that store the information are based in Australia, and therefore are subject to APPs.

True Path – True Path provides website hosting and mail list management for Good News.

Dropbox – Dropbox is utilised for online document storage and collaboration. It is a cloud based service.

Information collected and stored

We may collect and store personal information such as:

- Contact information (Phone, or mobile number, email address, and mailing address)
- Date of birth
- Marriage details (incl. place and date of marriage)
- Volunteer roles
- Expertise and interests
- Financial information, such as bank account details or credit card details (if the individual gives financially to the church).
 - Please note: this financial information will be stored separately to the personal information stored in our Computer Software.
- Sensitive information (such as health, family and personal circumstances, Working with

Vulnerable People Card details, personal references obtained from referees) that you provide to us, including information shared during pastoral visits, prayer and when contacting our leaders.

- We will only collect the sensitive information that is necessary for us to provide you with the relevant care.
- Video or photographic footage, with your permission, of our church services, events, courses and other programmes.
- Details of events that you previously attended, together with any additional information necessary to run the event.
- Any additional information relating to you that you provide to us directly through email communication, text messages, via our church website or social media presence, or in our database.

How we collect and store this information

Collection of information

We collect your personal information directly from you, or from interactions between leaders within Good News (e.g. in leaders or session meetings). When collecting personal information from you, we may collect it in ways including:

- When you complete paper and electronic forms, such as event registration forms, and application forms;
- When you give through various methods, such as our website, telephone and post;
- When you sign in and use our Computer Systems and Software;
- When you access and use one of our church websites or social media identities to register, give online or to enquire;
- When you access our services, events and programs;
- When you email, text message, or telephone us;
- When you visit the church websites;
- When you voluntarily provide us with your details for us to add you to our database and mailing lists;
- During conversations or prayer sessions, in person or on the telephone, between you and our leaders;
- During interviews, meetings and discussions, formal and informal, with our leaders;
- When you attend our weekend services, events, camps, courses and our other programmes; or

- When you give us permission to take your photo or video, of yourself on your own, or with others.

We may also collect your personal information from third parties such as:

- From the Department of Justice regarding Working With Children Checks that are required for you to volunteer or work with us in particular areas;
- From referees that you nominate as part of our applicant screening process for various ministry roles; and
- From any other agencies and other government entities as and when required (e.g. Centrelink).

We may receive unsolicited personal information where we did not request the information. Unsolicited personal information includes misdirected mail received, correspondence sent to us by the public, employment and volunteer applications sent on an individual's own initiative and not in response to our advertised vacancy, promotional flyers containing personal information. We reserve the right to assess all unsolicited personal information received and to de-identify or destroy it within a reasonable time period in accordance to Australian Privacy Principle 4.

We may also take photographs and/or film some of our events and courses for the purpose of promotion and use by members within Good News. We take reasonable care to avoid identifying you directly however we acknowledge that there will be situations where you may be identified in our photographs and/or video. If you do not want to be identified in any photographs or video that we take during our weekend services, events, and courses, please contact our Session, details for which are listed below.

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. All personal information is stored:

- in a password secured database;
- on password secured personal computers; or
- in locked filing cabinets.

Sensitive information is kept even more restricted to only those who need to access the information for the undertaking of their ministry.

Your personal information remains on our databases until you advise us that you would like it removed or if we destroy or de-identify it according to privacy law principles.

Purposes for which we collect, store, use, and disclose personal information

Good News will only collect information that is needed in undertaking its vision and functions as a church (see our Constitution, the 'Church Order', and below) We will collect information for the purpose of:

- Organising day-to-day activities (Sunday services, events, groups, and other ministries)
- Communicating with you about updates from Good News and partner initiatives
- Undertaking Pastoral Care for members or persons connected with Good News
- To answer enquiries, provide information or advice about existing and new services, events and programs occurring within Good News or partner initiatives
- To update our records and keep your contact details up to date
- To provide the national body (Christian Reformed Churches of Australia) with de-identified details about Good News for denominational statistics
- To process and respond to any queries made by you
- To comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority
- To keep historical records of Good News churches

Your personal information may also be used for other specific purposes for which it was requested and which was advised to you prior to collection. Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.

We may collect data such as attendance at our events, and Sunday services to assist us to better understand the response of our congregations and the community and respond to pastoral or strategic matters.

We may disclose your personal information to:

- leaders and ministry leaders (to an extent) and service providers (such as Elvanto) for the purposes of the operation of our database, websites, mailing lists, and undertaking tasks on your behalf.
- Suppliers and other third parties with whom we have commercial relationships, for example our local bank, venues, and caterers for events.
- Any organisation for any authorised purpose with your express consent.

Access and correction of personal information

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal. If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it, by contacting Good News Session (contact details below).

We will only keep your personal information for as long as we require it to provide you with information and services that you need. However we may also be required to keep some of



your personal information for specified periods of time pursuant to specific laws relating to companies, not-for-profit organisations and financial reporting legislation.

Complaints about the Privacy of Information within Good News

If you believe that your privacy has been breached, please contact us using the contact information below and provide written details of the incident so that we can investigate it. We endeavour to respond to your complaints within a reasonable period of time upon receiving all the relevant information. Any complaints will be passed onto the relevant leader, and investigated with utmost seriousness by Good News leaders, and any breaches rectified immediately. If you are not satisfied with our response to your complaint, please contact the Australian Information Commissioner (www.oaic.gov.au).

Disclosure to other parties

We note that the email clients we use, our database (Elvanto), Dropbox, and True Path may allow data to transmit through servers in other countries. We will not disclose any information to parties outside of those used in services to undertake Good News' purposes (explained above). To view security FAQs about these providers, please see their security webpages. If you have any concerns feel free to contact Good News Session (details below).

Contacting us

If you have any questions about this privacy policy, any concerns or complaints regarding the treatment of your privacy or a possible breach of your privacy, please contact our Session using the details set out below. We will treat your requests or complaints confidentially. We will contact you within a reasonable time after receipt of your written complaint and all requested information to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in timely and appropriate manner.

For all privacy concerns, please contact our Session at:

Good News Christian Church
61 Allumba Street
Howrah
7018

Email: info@goodnewschristianchurch.org

Changes to our privacy policy

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on the website of Good News, and physical copies are available upon request from Good News Session.

This privacy policy was adopted (in principle) at Session meeting 21st July 2016.