

New Life Baptist Church Privacy Policy

Policy Statement

This document represents the official privacy policy statement for New Life Baptist Church. Personal information provided by you and collected by New Life Baptist Church will be used in conformity with our Privacy Policy, which can be found at www.newlifebaptist.org.au or a copy can be obtained from the church office.

General Principles

1. The policy applies to New Life Baptist Church, its employees, leaders, Church partners, volunteers, regular attendees and visitors.
2. New Life Baptist Church is committed to protecting people's 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*.
3. This policy sets out how New Life Baptist Church will collect, use, store, disclose and de-identify people's personal information.
4. By visiting our website or using any of our services, you agree that your personal information will be handled as described in this Policy

1. Types of information collected

1.1 General:

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

- Full name, gender and contact details (address, telephone numbers, email, etc)
- Date of birth (where required)
- Personal credit card and/or bank account details (for reimbursement purposes)
- Complaint and incident details
- Professional information including qualifications
- Health/medical information
- Information about attendance, commitment and positions in previous churches
- Identity of persons who have authority to collect children from church activities
- Records of visits, phone calls, and discussions around pastoral matters
- Records of any communications with you
- Whilst it is not our intent to purposefully collect donation history, transaction history is available via bank statements for donations and payments made to the church.

1.2 Staff, volunteers and group leaders:

The Church also holds information relating to all its staff, group leaders and volunteers including:

- The role and activities of the personnel; and
- The qualifications held by the personnel relevant to his or her role
- Safety checks of personnel such as
 - Working With Children Checks and expiry dates (including date of birth for verification purposes)
 - First aid certificates
 - Safe Church Training attendance
 - National Police Record number and date

1.3 Attendees:

The Church may also collect information from you regarding your use of the Church's services. This includes:

- The services that you attend and frequency
- Your involvement in the Church's ministries
- Details of donations where receipts are required
- Records of visits, phone calls, and discussions around pastoral matters
- Records of any communications with you

2. Video recording and photography

The Church may from time to time record video or images of services and activities. The church also regularly streams the service to congregants. These videos and images may be used and shown for information, teaching and/or promotional purposes. By attending these services and activities, you consent to the Church taking the videos and images, and using and disclosing them for such purposes. This does not apply to minors. Any photos/videos of minors will only be used with parental permission.

3. Why private information is collected

The Church does not use the information in any way other than in the furtherance of our ministry purposes. We collect information about you so as to allow us to communicate with you, introduce you to our organisation, promote the Gospel, pray and provide other Christian services to you and inform you of the work we do.

We might also use information for the following purposes:

- For the immediate reason for which it was provided to us (for example, to enable us to process a request, payment, registration, etc)
- To maintain contact about our work, to report about our work, or to encourage people to learn about what we do
- Any other purpose directly related to our work and for which consent has been provided (where it is reasonably required by law)

4. What the Church does with personal information

4.1 Attendees:

The Church uses the personal information about you to:

- Administer the records of your interactions with the Church; and
- Assist the Church in providing services to you, including the sign in / sign out system for children.

4.2 Staff, volunteers and group leaders:

The Church uses personal information about its personnel to assess their suitability to perform their role, and to match their skills to particular activities.

4.3 General:

The Church also uses personal information to:

- Respond to queries;
- Contact and communicate with you;
- Assist the Church in operating and improving its services;
- Send information about and invitations to future events, worship services, regular email communications or newsletters (both electronic and hard copy) outlining news, services, events or current issues;
- Inform you of national and community Christian issues and provide you with an opportunity to respond;
- Assist with internal administrative, promotional and planning requirements; and
- Compile and report statistics, with all the relevant personal and/or proprietary information de-identified prior to the completion of such statistics.
- Compile a Church Partner contact directory, which is made available to congregation members who have been endorsed by the Church Leadership Team

5. Collection and storage of information

5.1.1 Collection of information:

The Church may collect information 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 collect your information in the following ways:

- Face to face contact
- Electronically including through our website
- 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 and other correspondence (both in writing and electronically)

5.1.2 Email lists:

We will collect information that is provided to us when signing up to mailing lists and registering for our events, or when submitting feedback on experiences.

At times we use MailChimp to manage our mailing lists. You can access MailChimp's privacy policy [here](#). When subscribing to one of our mailing lists, you will be asked to give your express consent that MailChimp may use your data for analytics purposes. Analytics are performed when you click on links in the email, or when you download the images in the email. They include which emails you open, which links you click, your email client (eg 'Outlook 2016' or 'iPhone'), if your action occurred on 'mobile' or 'desktop', and the country geolocation of your IP address (the IP address itself is not stored). You may unsubscribe at any time.

5.1.3 Event Registration:

We use TryBooking and Google Forms to manage event registrations. You can access TryBooking's privacy policy [here](#) and Google Forms privacy policy [here](#). When registering for an event, attendees may be required to give TryBooking personal information including name, address, telephone number and email address. It may also require the provision of financial information, including credit card number and expiration date, if a payment for an event is made. TryBooking may share with us some personal information, including information about whether a particular registered individual has made payment, but we do not receive your financial information.

5.1.4 Surveys:

We utilise the services of Google Forms to collect voluntary feedback. You can view Google's privacy policy [here](#).

5.1.5 Social Networking Services:

We use social networking services such as Facebook, Instagram and YouTube to communicate with the public. When communicating with us using these services we may collect personal information, but we only use it to help us to communicate in return. The social networking service will also handle personal information for its own purposes. These services have their own privacy policies and you can access their privacy policies on their websites.

5.2 Storage of Information:

If any personal information collected by the Church is stored or managed by a third party on behalf of the Church, the Church will take all reasonable steps to ensure that the personal information will be held, used and disclosed by the third party consistently with the National Privacy Principles. The service provider managing the information for the Church may store certain personal information outside Australia. Consent to the transfer of personal information outside Australia is given when someone submits their personal information to the Church. Any disclosure of personal information overseas does not change our commitment to safeguarding privacy. We do not otherwise disclose or transfer personal information overseas.

5.3 Online Security:

We have a public website www.newlifebaptist.org.au, including a link to a google calendar of events which is available to anyone visiting our website. There is no personal data stored on this site. If in the future personal data is to be stored online, consent will be required.

5.4 Cookies:

When our Church website is visited, a record of the visit is logged. The following data is supplied by people's browser:

- IP address and/or domain name;
- Operating system (type of browser and platform);
- The date, time and length of visit to the website; and
- The resources accessed and the documents downloaded.

This information is used to compile statistical information about the use of our website. It is not used for any other purpose. If you do not want 'cookies' to be used please adjust your browser settings to disable them.

5.5 Third party websites:

The Church's website or emails may contain links to third party websites, which 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 or email communication.

6. Disclosure of personal information

The Church only uses 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 personal information. The types of organisations to whom we normally disclose personal information include those who help us administer our technology information systems, financial auditors and the Baptist Union of Victoria.

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

7. Protection of personal information

The Church takes reasonable steps to ensure the security of your personal and sensitive information we hold and to protect it against loss, misuse or unauthorised access, destruction, use, 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

8. Data breach

Data breaches can be caused or exacerbated by a variety of factors, involve different types of personal information, and give rise to a range of actual or potential harms to individuals and entities. As such, there is no single way of responding to a data breach. Each breach will need to be dealt with on a case-by-case basis, with an understanding of the risks posed by a breach and the actions that would be most effective in reducing or removing these risks.

Generally, the Church's actions taken following a data breach will be guided by The Australian Information Commissioner's data breach preparation and response guidelines to managing data breaches, [click here](#). Refer to Appendix 1.

9. Anonymity

It is your right to be dealt with anonymously, provided that it is lawful and practicable.

You are not obliged to give us your personal information. However, if you choose not to provide the Church with personal details, such as name or address, the range of options and services available to you may be limited.

The Church 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.

10. Accessing, updating or changing personal information

10.1 Access and disclosure:

If you wish to request access to your personal information we hold about you, this can be made in writing, addressed to the Church Leadership Team using the details in section 11 below. Where we hold information that you are entitled to access, we will endeavour to provide you with a suitable range of choices as to how you can access it (e.g. emailing or post). Occasionally, we may need to refuse a request to access information, for example, where granting access would infringe someone else's privacy.

The Church will not disclose your personal information to any person except:

- On a confidential basis to its personnel who have a need to know to provide a service;
- On a confidential basis to agents and other service providers that the Church uses in the day to day operations of its activities such as the manager of the Church's management system; or
- With prior consent (for example, in the Church's directory).

10.2 Updating information:

Updating of personal information can be requested by contacting us using the details in section 11 below. If you believe that your personal information we hold is incorrect, incomplete or inaccurate, then a request for correction of that information can be made by contacting us.

10.3 Opting out:

You may opt out of receiving any communications from the Church at any time. This can be done by contacting us using the details in section 11 below.

11. Concerns or complaints

If more information is required regarding the New Life Baptist Church Privacy Policy, access or correction enquiries, or a complaint needs to be made regarding potential privacy breaches or how personal information is handled, please contact:

Leadership Team,
New Life Baptist Church,
PO BOX 539, Echuca, VIC, 3564
Email: info@newlifebaptistchurch.org.au
Church Office Phone Number: 0491092712

If we receive a complaint, we will take the following steps:

- If we consider it necessary, request further information from you;
- Conduct internal investigations in relation to the matter;
- Notify you of the results of our investigation of your complaint and endeavour to do so within 14 days of receiving it, unless it is complex or otherwise requires extensive investigation in which case the period of time may be longer; and if we consider it necessary, we will take steps to remedy the breach as soon as reasonably practicable

If a person is not satisfied with how we have handled a complaint they can also contact the Office of the Australian Information Commissioner (OAIC) [click here](#). The OAIC is a government body independent of us. It has the power to investigate complaints about possible interference with privacy.

References

Baptist Union of Victoria, “A practical explanation of the privacy amendment act 2000,” [Click here](#)

Baptist Union of Victoria, “BUV Church Sample Privacy Policy,” [Click here](#)

Office of the Australian Information Commissioner, “Data breach preparation and response - A guide to managing data breaches in accordance with the Privacy Act 1988,” [Click here](#)

Office of the Australian Information Commissioner, “Guide to developing an APP privacy policy,” [Click here](#)

Office of the Australian Information Commissioner, “Privacy fact sheet 17: Australian Privacy Principles,” [Click here](#)

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