

# NORTHSIDE CHURCH

## Policy Area: Administration Policy Title: Privacy Policy and Collection Statement

### Privacy policy

Northside Community Church (**the Church**) manages personal information in an open and transparent manner. This policy sets out how the church collects, holds, uses and discloses personal information. We take the privacy of individuals seriously and are committed to complying with the *Australian Privacy Principles (the Principles)* in the *Privacy Act 1988* (Cth) (**Act**). This policy governs how we collect, use, store and share your personal information.

#### What is personal information?

Your personal information is any information or opinion that identifies you or can be used to identify you. Your personal information may also include sensitive information such as your ethnic origin, religious beliefs and affiliation, criminal record, health information etc.

#### What personal information do we collect?

1. The type, nature and quantity of personal information we have collected or may collect include:
  - (a) Name;
  - (b) Address;
  - (c) Telephone numbers;
  - (d) Date of Birth;
  - (e) Email address;
  - (f) Bank account details;
  - (g) Place of birth; and/or
  - (h) Date of marriage and/ or Baptism.
2. In the case of current or potential employees, clients, contractors, the type, nature and quantity of personal information we have collected or may also collect include:
  - (a) Tax File Number,
  - (b) Superannuation Fund name and number;
  - (c) Resumes and/or CV.
3. We may also collect sensitive information from you, such as religious beliefs and affiliation and health information.

#### Why do we collect personal information?

1. We only collect personal information that is reasonably necessary to allow us to carry out our primary services and functions as a Church including spiritual, pastoral, social education and administrative functions, any secondary purposes and any other purpose as set out under the Act.
2. Examples of such primary services and functions include:
  - (a) providing and evaluating our services as a Church to our congregation;
  - (b) communicating with our members, congregation, sponsors, facility hirers, conference clients, and other supporters;
  - (c) manage and account for our services;
  - (d) manage our employees, contractors and volunteers and/or
  - (e) managing complaints, legal actions or claim against our church.

## **How do we collect personal information?**

1. We may collect personal information from you when you:
  - (a) request our services for ministry, conferencing or facility hire;
  - (b) meet with us;
  - (c) provide the information to us;
  - (d) complete a membership / registration form provided to us by you;
  - (e) communicate with us in any way; and/ or
  - (f) register for or attend our events.
2. You will be notified when your personal information is being collected from you.
3. When we collect personal information from you, the information will be treated as private, sensitive or confidential and will be dealt with in accordance with the Act and the Principles.

## **Cookies**

We may ask other people to analyse traffic on our websites, blogs and other social media outlets and they may use cookies to do so. Cookies are small text files that are transferred by a website for the purpose of collecting information about a user's identity, browser type or website visiting patterns.

## **What will we do with that information?**

1. We will only use personal information for the primary purpose for which it was collected, any secondary purposes and any other purpose as authorised under the Act.
2. We will not share or disclose your personal information to another party unless such use or disclosure is related to the primary purpose for which the information has been collected, any secondary purpose or any other purpose allowed by the Act.
3. We may also disclose your personal information if required under a statutory obligation or required by law.
4. If the Church is not legally obliged or legally permitted to disclose your personal information, the Church will not disclose your personal information without seeking your written consent.
5. We will not use your personal information for a purpose if you request us not to do so.

## **To whom do we disclose personal information?**

Unless with an individual's expressed consent or permitted by law, we only disclose personal information for the particular purpose it was collected for, or for a directly related reason for which the personal information was firstly collected.

Generally speaking, we disclose personal information in order for us to fulfil the functions of the church and its ministries with people and conferencing and hire arrangements to the following recipients:

- to our staff,
- to organisations that will assist us in our communication – see electronic communications below.
- to anyone else whom the individual authorises us to disclose the information,
- as otherwise authorised by the Act and other legislations

## **Disclosure to overseas recipients**

In some cases, the organisations to whom we may disclose your personal information may be located outside Australia. We will take all steps as are reasonable in the circumstances to ensure that overseas recipients do not breach the Australian Privacy Principles which apply upon such disclosures.

## **Electronic Communication**

Northside Community Church uses MailChimp, Tithe.ly, Planning Centre, MYOB and other software to communicate with members, attenders and guests. Mailchimp and Tithe.ly uses personal information that we have collected and / or you have provided to Northside Community Church, such as your name and email address for the purpose of sending electronic communication.

Mailchimp and Tithe.ly is based in the United States of America and is subject to the laws of the USA. For more information see MailChimp's Privacy Policy <https://mailchimp.com/legal/privacy/> and Tithe.ly Privacy Policy <https://get.tithe.ly/privacy-policy>

### **How do we keep your personal information secure?**

We take reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure. We store information in access controlled premises, and electronic information on secure servers. We require all persons authorised to access electronic information to use logins and passwords to access such information.

We require all our contractors and others to whom we disclose personal information or who may have access to personal information we collect, to keep such personal information private and to protect such personal information from misuse and loss and from unauthorised access, modification or disclosure. Unless we are prevented from doing so by the law, we de-identify or destroy securely all personal information we hold when no longer reasonably required by us.

### **How do we ensure your personal information is correct?**

We take reasonable steps to ensure that the personal information we collect is accurate, up to date and complete, and that the personal information we use or disclose is, having regard to the purpose of such use or disclosure, accurate, up to date, complete and relevant. To that end, we encourage you to contact us to update or correct any personal information we hold about you.

### **How can you access your personal information?**

You may request access to personal information we hold about you. We may require you to

- a. make your request in writing
- b. verify your identity,
- c. specify what information you require.

All information requests are dealt with in accordance with the Act.

### **What if you believe the personal information that we hold is incorrect?**

We take reasonable steps to ensure that the personal information we collect is accurate, up-to-date and complete and that the personal information we use or disclose is, having regard to the purpose of such use or disclosure, accurate, up-to-date, complete and relevant.

We encourage you to keep us informed to update or correct any personal information. We will deal with such requests for correction under the Act. In considering the information provided in a request, we may refuse to correct personal information if the Act allows us to do so.

### **What if you have a complaint?**

If you wish to make a complaint about this Privacy Policy or our collection, use or disclosure of personal information, please contact our Privacy Officer in the first instance. The complaint is required to be made in writing, and we will deal directly with you to investigate your complaint and respond to you within a reasonable time (usually 30 days depending on the nature of the complaint).

If you are not satisfied with the outcome, then you may make a complaint to the Office of the Australian Information Commissioner (OAIC). For information about how to make such a complaint, please refer to the OAIC website . <http://www.oaic.gov.au>

### **About this Privacy Policy**

This Privacy Policy has been issued by Northside Community Church and is effective from 4<sup>th</sup> February, 2020. From time to time, the church may review and change this policy. If we do so, we may post the updated version on our website and it will apply to all your personal information held by us at the time.

## Contact us

To request access to or correction of personal information, to request not to receive marketing material or invitations from us, or to make a privacy complaint to us, please contact:

The Privacy Officer  
Northside Community Church  
Cnr Pole Lane & Oxley Street,  
CROWS NEST  
NSW, 2065

Phone: 02 9439 7822

Fax: 02 9439 7001

Email: [privacy@northsidechurch.org.au](mailto:privacy@northsidechurch.org.au)

Signed on behalf of Northside Community Church

A handwritten signature in black ink that reads "R. Grey". The signature is written over a horizontal line that extends to the left and right.

Richard Grey

Chairman of Elders

Approved by Board of Elders on Tuesday 4<sup>th</sup> February, 2020

To be reviewed January, 2021

## Collection notice

You are providing your personal information to Northside Community Church (ABN 70532305744)

### 1. Who do we collect your personal information from?

We generally collect your personal information directly from you. However, in some cases, we may receive your personal information from a third party (for example from your guardian/caregiver and/or authorised representative).

### 2. Why do we collect your personal information?

We collect personal information to:

- provide and evaluate ministry with people – members, guests, church attenders, community members and clients
- communicate with our current and potential members, sponsors, donors, clients, families, carers and other supporters and contacts
- manage and account for our ministry, administrative functions, conferencing and hire.
- manage complaints, legal actions or claim against any of our services
- market our services, donation and sponsorship opportunities
- send invitations to our events
- manage our volunteers, employees and contractors
- assess applications to become a volunteer, contractor or employee
- compile funding applications
- generally carry on the work on the church

### 3. What would happen if we could not collect your personal information?

Without your personal information we may not be able to provide the full scope of our services to you, respond to your complaint, and improve our service to meet your needs and/or meet our financial, professional and legal obligations.

### 4. Who are the types of bodies and persons to whom we usually disclose your personal information?

We may disclose personal information:

- to other persons in connection with the provision of our services including our clients and their families and carers
- to our employees and officers
- to anyone else whom the individual authorises us to disclose the information
- to the government and other regulators
- as otherwise authorised by the *Privacy Act 1988*

### 5. Disclosure to overseas recipients

We may disclose personal information about an individual to overseas recipients only where consent to such disclosure is given by that individual or where required or authorised by law. We will take all steps as are reasonable in the circumstances to ensure that overseas recipients do not breach the Australian Privacy Principles which apply upon such disclosures.

### 6. Other useful information

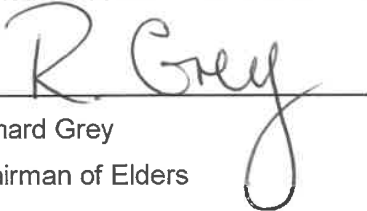
Our privacy policy contains information about how you may access and correct your personal information, as well as how to complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint. It also contains other useful information. Our privacy policy is available on our website or email us at [privacy@northsidechurch.org.au](mailto:privacy@northsidechurch.org.au) for a copy.

## Contact us

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CROWS NEST  
NSW, 2065  
Phone: 02 9439 7822  
Fax: 02 9439 7001  
Email: [privacy@northsidechurch.org.au](mailto:privacy@northsidechurch.org.au)

Signed on behalf of Northside Community Church

  
Richard Grey  
Chairman of Elders

Approved by Board of Elders on Tuesday 4<sup>th</sup> February, 2020

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