



PRIVACY POLICY

1. Overview

Thornleigh Community Baptist Church (TCBC) believes that privacy is important and that people have the right for their personal information to be kept private. In this policy, "we", "us" or "our" refers to TCBC.

We respect your rights to privacy under the Privacy Act 1988 (Cth) (Act) and we will comply with all of the Act's requirements in respect of the collection, management and disclosure of your personal information.

If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered to be **personal information**. This document summarises how we will apply the relevant obligations to the information we collect, and how we hold, use and disclose that information.

2. Collection of Information

- The Church collects and retains information when necessary for the purposes of church life, ministry and related activities of TCBC.
- We may collect personal information during the course of communications with you. When practicable, the purpose for which we collect personal information will be made clear at the time of collection. Providing us with certain information will ensure we are able to provide you with access to the relevant services or the assistance you have requested.
- In addition, we may also collect some information that is not personal information in order to obtain anonymous answers to surveys and to aggregate information.

a. Types of Personal Information

We may collect the following types of personal information:

- Contact information (Phone/Mobile; Email);
- Date of birth, or birth year;
- Church or Ministry details;
- Volunteer roles with us;
- Expertise and interests;
- Family circumstances;
- Financial information that you provide to us including your credit card and debit card details;
- Sensitive information (such as your health information, family and personal circumstances, criminal records check) that you provide to us, including but not limited to information shared during pastoral visits, prayer, and when completing our forms. We will only collect the sensitive information that is necessary for us to provide you with the relevant care and services.
- Details of events or camps that you previously attended, together with any additional information necessary to run the event or camp;
- Any additional information relating to you that you provide to us directly through our websites or indirectly through use of our websites or online presence; and
- Any other information you provide to us.

b. Direct Collection of Information

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect in ways including:

- When you complete paper and electronic forms, including but not limited to church database, event registration and forms in relation to courses;
- When you complete the giving envelopes during services, gatherings, celebrations or events or when you give through various methods, including but not limited to our website, direct debits, bank transfers, telephone and post;
- When you sign up and use Elvanto (see Appendix 1 for Elvanto policies);
- When you subscribe to our e-newsletter (Mailchimp);
- When you communicate to us via SMS (SMS Global);
- When you access and use our website to register, give online or to enquire;
- When you post comments on our social media, including but not limited to Twitter, Instagram, Vimeo and Facebook;
- When you access our services, events and programs;
- When you email or telephone us;
- When you visit our website;
- When you voluntarily provide us with your details for us to add you to our mailing lists;
- During conversations or prayer times, in person or on the telephone, between you and our staff members and/or volunteers;
- During interviews, meetings and discussions, formal and informal, with our staff members and/or volunteers; and
- When you attend our services, gatherings, celebrations, events, camps, courses and our other programs.

c. Collection of Information from Third Party

We may also collect your personal information from third parties including:

- From the Australian Federal Police regarding police checks that are required for you to volunteer or work with us in particular areas;
- From the Department of Child Protection (or the equivalent agency or authority) regarding Working with Children Checks that are required for you to volunteer or work with us in particular areas; and
- From any other agencies and other government entities as and when required.

We will take reasonable steps to ensure that you are aware of any collection of data and the purposes for which we collected your personal information from a third party.

We may also collect personal information from you about someone else for the purpose of pastoral care. However, you must ensure that you are authorised to disclose that information to us. You must take reasonable steps to ensure that the individual concerned is aware of and / or consents to the matters detailed in this privacy policy, including the fact that their personal information is being collected, the purposes for which that information is being collected, the intended recipients

of that information, the individual's right to obtain access to that information, our identity and how to contact us.

d. Collection of Information when You Visit our Website

When you come to our website (tcbc.org.au) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

We may from time to time use cookies on our website to identify you when you come back to the site and to store details about your use of the site. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website. Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience.

e. Unsolicited Information

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 and comments on our social media. 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.

3. Use and disclosure of information

By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy.

We use information only for the purposes we have disclosed at the time of collection, or otherwise as set out in this Privacy Policy.

We share some of your personal data with trusted third parties to allow us to better provide our services to you. When we do share your data with these third parties we only provide the information they need to perform the service.

These parties include, but may not be limited to: Elvanto, Mailchimp, SMS Global, Eventzilla, TryBooking

See *Appendix 1* for more details of the privacy arrangements with Elvanto.

We will not use or disclose your personal information for any other purpose without seeking your consent, unless authorised or required by law.

We will not mention any "sensitive information" provided to us, as detailed in 2a, without the approval of you or the person responsible for you.

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

- to maintain contact and keep you informed about developments and activities which may be of interest to you;
- to establish and maintain a record of your involvement and attendance at services, gatherings, celebrations, events, camps, courses and our other programs or groups;
- to provide the services you have requested from the church;
- to answer your inquiry;
- to care for you pastorally;
- to maintain an online database of contact details of congregation members which is only accessible by congregation members, and to publish a directory of participating congregation members. Your contact details will only be available to other congregation members if you specifically agree to your details being disclosed. The details of anyone under the age of 18 years will not be disclosed in the published directory without the expressed permission of their parents or guardian (See appendix 1 for specific details).

4. Information Quality

We will endeavour to keep personal information complete, accurate and up to date. For Elvanto: We will also provide you with a secure login to access the database which will allow you to update your contact details.

5. Information Storage & Security

We are committed to ensuring that your personal data is secure and we have put in place suitable physical, electronic, contractual and managerial procedures, including Secure Sockets Layer (SSL) encryption, to protect your personal data. Church staff members and/or volunteers who process or have access to your personal data for the purposes set out in Section 3 above are obliged to respect the confidentiality and security of your personal data.

We will take reasonable steps to keep secure the personal information which we hold and to protect it from unauthorised access, disclosure and misuse.

The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

6. Access and Correction

We will provide individuals with access to their personal information as required by law and take reasonable steps to correct information which is inaccurate, incomplete or out of date.

To request access to the personal information that the Church holds about you please contact the Church Office. If you wish to have your personal information deleted, please let us know and we will delete that information as far as practicable unless we need to retain it to comply with the law.

7. Changes to Privacy Policy

Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.

8. Questions or Complaints

Concerns, questions or complaints about our Privacy Policy should be directed to the Church Office on office@tcbc.org.au

2nd September 2019

Appendix 1 – Elvanto

At TCBC our central online database system is Elvanto.

Elvanto is used by the office staff, pastoral team, and church members who may also be small group leaders, ministry leaders or congregation members. The information in Elvanto is only obtained, collected and used for the furtherance of church communication, reporting and analyses and for the purposes set out in our Privacy Policy.

In line with TCBC Privacy Policy, each individual has access to their own personal information and all personal information is accessible to the relevant person through password protected access. All personal information can be changed, corrected and updated only by the relevant person, staff and administrator.

Personal information will only be made available with the consent of the person in the following ways through Elvanto:

- Through the TCBC directory available only to consenting members on Elvanto.
N.B. As outlined in the privacy policy the directory will only be available through Elvanto to those who have consented to their information being in the directory. Access is available through Elvanto via personal log-in and password to these consenting church members. No information of anyone under the age of 18 will be included in the directory without the express permission of their parents/guardians.
- Accessible by staff members and/or volunteers for the purpose of communication regarding activities or events.

To ensure privacy is maintained through Elvanto, these are different levels of access established for Elvanto, determined by the role and leadership position of different congregation members:

- a. TCBC office and pastoral staff have access to all personal information of church members.
- b. Church members have access to their personal information and information regarding their volunteer roles within TCBC Community. As outlined above, a church member will only have access to the TCBC Directory provided they have consented to their information being made available within the online directory.
- c. Small group leaders have access to the groups and individuals within those groups for whom they are responsible.
- d. Ministry leaders have access to their ministry team members as well as rostering and contacting permissions.

If you are concerned about the security of Elvanto, you can read their Privacy Policy online here: <http://elvanto.com/privacy-policy>

Appendix 2 – Information Notices

When information is collected or provided, the following notice will be displayed to explain the purpose of that activity.

1. Form for collection of personal information for Youth/Children's activities

The information collected on this form will be used for the purpose of facilitating communication between you and the Children's/Youth ministry team leaders. It will be disclosed only to the Youth/Children's Ministry leaders and staff members to allow them to care for your child. It will be handled in accordance with our privacy policy available on our website <http://www.tcbc.org.au/policies>. By signing below, you indicate your consent for us to collect, use and disclose the information you have provided above in this manner.

2. Form for collection of personal information from Visitors - Welcome Form

The information collected on this form will only be used for the purpose of facilitating communication between you and the ministry team at TCBC. It will be handled in accordance with our privacy policy available on our website <http://www.tcbc.org.au/policies>.

3. Form for the collection of information for use with the TCBC Directory

The information collected on this form will be used to compile the TCBC Directory to be made available to the church staff team and all parishioners of Thornleigh Community Baptist Church in accordance with our privacy policy on our website <http://www.tcbc.org.au/policies>. The information in the directory will be used by the church staff, members and volunteers for the purpose of contacting you. By signing below, you indicate your consent for us to collect, use and disclose the information you have provided above in this manner.

4. Notice to be included in the printed and online TCBC Directory

The information in this directory is only to be used for purposes that are related to the activities and ministries of Thornleigh Community Baptist Church. This includes contacting someone for the purpose of fellowship, encouragement, hospitality and the like. We encourage such love and support for each other. However, we ask that you use good judgment in relation to such use of contact information. For example, if a person makes it clear they did not expect their information would be used for a certain purpose or communicates that the contact is unwelcome, you should respect that person's wishes. A person's address, email address or mobile phone number is not to be used on a bulk distribution list unless the communication relates to a church activity or, in any other case, the person has given their express consent.