PRIVACY POLICY

Wollongong Baptist Church (the Church) is committed to ensuring that any information gathered, saved or used, respects the privacy and confidentiality of our members, volunteers, those who attend the Church regularly, visitors and staff. We also seek to honour the obligations we have under the Privacy Act 1988 and comply with the Australian Privacy Principles.

1. Application of the Privacy Act to the Church

The Privacy Act does not currently apply to the Church as it fits in the 'small business exemption'[1]. Notwithstanding this, the Church has adopted this policy to be transparent about the way it collects, uses, holds and discloses personal information and sensitive information.

This privacy policy explains how we collect, disclose, use and store your personal information.

We believe that the information we collect enables us to helpfully serve those who attend our church. However, if you would prefer that the Church does not collect certain information about you or your family, please contact us using the contact details at the end of this policy.

As a church, where practicable and lawful, we will do our best to accommodate any concerns or security requests. Please note however, the less information we have, the less effectively we can communicate with you.

2. Why we collect information

The Church is a not-for-profit organisation and our mission is to know Christ and make Him known. To accomplish this, we provide a range of Christian programs and services such as church services, home groups, pastoral care, youth and children's groups and other church-based activities. For people to participate fully in these activities, we need to collect certain information about those who want to be involved. This enables us to communicate with people, introduce them to our church, share the Gospel, pray and provide other Christian services and support for them. It really does help us care for and love our church community.

We do not use the information we receive in any way other than to accomplish the mission of our church.

We are also required by law to collect and retain certain information (such as Working with Children Checks or Police checks).

3. What type of information we collect

The types of personal information we **do** collect include:

- Contact details (full name, address, telephone numbers, email)
- Personal details (birthdate, marital status, gender)
- Family details (spouse, children, grandchildren)
- Medical details (especially related to food allergies)

[1] Most small businesses are not covered by the Privacy Act 1988, but some are. A small business is one with an annual turnover of $3 million or less. Annual turnover for the purposes of the Privacy Act includes all income from all sources. It does not include assets held, capital gains or proceeds of capital sales. https://www.oaic.gov.au/privacy/privacy-guidance-for-organisations-and-government-agencies/organisations/small-business

- Training and Safe Church checks (Creating Safe Spaces or Anglican Safe Ministry Training, First Aid, WHS, SRE teacher details, WWCC, Police checks)
- Church-related information (including church event or group attendance, church membership information - e.g. past church attendance, beliefs - where this is supplied by you during the membership application process, baptism information)
- Details of who has key access to the church building (this is kept in a key register)
- Emails (when we receive emails, we will retain the content of the email and our response to you where we consider it necessary to do so. Emails sent by the Church to staff and volunteers may be automatically digitally monitored (e.g. whether they are opened or viewed). Data obtained through this process may be retained by the Church in accordance with this Policy.

The types of sensitive information we **may** collect include:

- Health records
- Criminal records

The types of sensitive information we will **not** collect include:

- Prayer requests
- Pastoral care records (e.g. sensitive personal information shared in confidence with the pastors)

4. How we use videos, photos and other forms of media

The Church may sometimes take photographs, record video and audio at a church-related activity, and use such media for information, teaching and/or promotional purposes, without seeking or requiring the consent of each person represented (noting that individuals will not be identified, nor will the promotional material reveal personal information or contact details).

The Church values the privacy of our members, those who attend regularly, and visitors, and as such, requests can be made that no photos, audio recordings, or videos taken of individuals or their family, be published. A request can be submitted via the email address at the end of this policy. We will not publish any form of media containing content pertaining to individuals who have made such a request.

Any media containing children will not be published without parental consent (verbal or written).

Our children's ministry has a registration form where parents can indicate their preferences regarding photographs of their children.

Where photographs have been taken outside the church in a private, church-related gathering, consent from all identifiable individuals will be required prior to them being published (e.g. photos of people at a Home Group meeting or at other church events taking place in private homes).

We do not intend to publish anything that would be embarrassing, objectionable or hurtful, and will gladly act upon any reasonable request to remove photos or recordings pertaining to that individual.

5. How we use and disclose personal information

The information collected is used by the Church leadership team to manage the records of your relationship with the Church and to make more informed decisions about how to care for, make contact with, and support those who attend the Church. Some personal and sensitive information will be made available to selected Church leaders (Staff, Elders and Deacons) and volunteers (where they have signed a confidentiality agreement) to enable them to provide pastoral services or lead certain ministries.

We will not rent, sell or exchange your personal information.

6. How we collect information

We collect your information in the following ways:

- Registration forms, in person or via church forms
- Electronically, through our website, social media accounts or online surveys
- Phone calls
- Emails
- Voice or image recordings

This information is stored in secure locations online (e.g. Elvanto, Nextcloud)

7. Anonymity and Pseudonymity

Where practicable and lawful, we will provide the option for you to interact with us anonymously or by using a pseudonym, however this may reduce our effectiveness in communicating with you. Please contact us for further information if this is of interest to you.

8. Accessing and correcting your personal information

You can gain access to your personal and sensitive information by asking us for it.

You can update your own details on Elvanto. If you do not have an Elvanto account, you can contact the church office and your details will manually be updated.

9. Security and storing of information

We take all reasonable steps to protect your personal and sensitive information from loss, misuse, disclosure, unauthorised access, destruction, or modification. The systems we use are password protected and comply with applicable security standards. Only authorised personnel are permitted access to your data, and data is stored with various access levels (according to sensitivity) to ensure only specific authorised persons can access sensitive information. Where we use cloud storage, we take all reasonable steps to make sure that the providers of such storage have privacy policies that comply with Australian privacy regulations. Whilst some of your personal information may be accessible to organisations that help us administer our technology information systems, we have taken reasonable steps to ensure these organisations are bound by confidentiality and privacy obligations when dealing with your information.

10. Our website

When you visit our website, a record of your visit is logged, like most other websites. The following data is transmitted by your browser:

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

This information can be used to create statistical information about the use of our website to help improve the functionality of the website. We do not link personally identifiable information to these statistics.

The Church website uses “cookies” to help you personalise your online experience. A “cookie” is a small text file which is placed on your internet browser. When you visit the secure pages of our website (i.e. pages that you must provide login details to access) we may use cookies for security and personalisation purposes.

Cookies cannot be used to run programs or deliver viruses to your computer. They are uniquely assigned to you. One of the main purposes of cookies is to save you time.

When you visit the unsecured pages of our website (i.e. public pages that you can access without providing login details) we use cookies to obtain information about how our website is being used.

You are able to accept or decline cookies.

11. Complaints about a breach of privacy

If you have any questions, comments or concerns about our privacy policy, please contact us via the details below. Any disputes will be raised with the Elders for resolution.

12. Updates to this policy

When we make any updates to this policy we will post a notice on our website, provide a physical copy on the Noticeboard in the church building, and inform our members at the next members' meeting.

13. Contact Details

If you have any questions about this policy or want to access your personal information, please email or phone us via the contact details below.

Website: wollongongbaptist.org

Email: admin@wollongongbaptist.org

Phone: 02 4228 3767

Approved on 12 February 2024

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To be reviewed in December 2025