

PRIVACY POLICY

Christ Community Church (ABN 25 684 684 049) (the Church) and our related entities appreciate that privacy is very important. The Church has adopted this Privacy Policy as we recognise the right of people to keep their personal information private. This Privacy Policy covers the Church's treatment of personally identifiable information that we collect or hold. Like many other organisations, the Church must comply with the National Privacy Principles contained in the Australian Privacy Act when dealing with personal information.

1. THE INFORMATION WE COLLECT

The Church will collect general information about you, such as your name, address, contact details, family member details, details of donations where receipts for taxation purposes are required, communications you have with us (eg letters, emails, prayer requests), records of discussions (for example discipleship and/or counselling sessions), your involvement in ministries of the Church, records of visits and pastoral matters, staff details for superannuation, payroll, and taxation purposes.

We may also collect this and other types of personal information during the course of dealing with you, for example when you wish to obtain goods or services from the Church, when you register for conferences or events, and when you participate in Church activities or complete other forms. The information collected may include some sensitive information (as defined by the Privacy Act), such as health information or information about your beliefs, relevant to the services or assistance you have requested from the Church. Any sensitive information that the Church collects in the course of its activities is covered by an exemption set out in National Privacy Principle No. 10 (NPP10). This exemption permits the Church to collect information regarding such things as the religious affiliations of Partners, Attendees and Clients (as this is naturally an important part of membership of the Church) without first receiving your consent to the collection. In order to comply with NPP10, we assure you that:

Such information will relate solely to members of the Church or to those who have regular contact with the Church in connection with the church's activities; and

The Church undertakes to all such individuals about whom the information relates that the Church will not disclose such information without the individual's consent.

There are other matters set out in NPP10 which also govern the collection of sensitive information and the church will comply with these matters as well. We will do everything we can do to respect your privacy and will only make your information available to those who have an absolute need to provide a service to you.

Your personal details are not generally available to everyone. In some instances information is available to formal members of the church (eg through the Church's online directory) but this only occurs with your full knowledge and consent.

Access to your personal information is always restricted to those staff and leaders who require the information to provide a service to you. We will not pass on any of your personal details to any other organisation or third party without your consent.

Where practicable, the purpose for which we collect personal information will be made clear at the time of collection. If you do not provide us with certain information we may be unable to provide you with access to some of our services or the assistance you have requested.

Users can generally visit the Church websites without revealing who they are or other personal information unless they log on, place an order or register for an event with us. Any information that we request is limited to what is needed to provide you with the service. When you browse this web site, our Internet Site Host makes a record of your visit and logs the following information for statistical purposes, your server address, your top level domain name (for example .com, .gov, .au, etc), the date and time of your visit to the site, the pages you accessed and documents downloaded the previous site that visited and/or the Search engine keyword used to find our site, the type of browser and operating system you are using, the amount of data in bytes that you download from our site. The Church will not collect any personal information about visitors to the website except when they knowingly provide it.

2. HOW WE USE YOUR INFORMATION

The Church will use the personal information we collect for the purpose disclosed at the time of collection, or otherwise as set out in this Privacy Policy. We will not use your personal information for any other purpose without first seeking your consent, unless authorised or required by law. Generally we will only use and disclose your personal information as follows:

- ▶ to establish and maintain your involvement with the Church, including providing you with newsletters;

- ▶ to provide the products or services you have requested from the Church;
- ▶ to answer your inquiry;
- ▶ to register you for events, conferences or promotions;
- ▶ to assist us to make the Church's sites, services and products more valuable to our community;
- ▶ for direct promotion of products or services and to keep you informed of new developments we believe may be of interest to you. If we contact you in this way without obtaining your prior consent, we will provide you with the opportunity to decline any further promotional communications;
- ▶ to third parties where we have retained those third parties to assist us to operate the Church and provide the products or services you have requested, such as religious education instructors, catering and event coordinators, promotions companies, transport providers, health care providers, website hosts and IT consultants, and our professional advisers such as consultants, lawyers and accountants. In some circumstances we may need to disclose sensitive information about you to third parties as part of the services you have requested; and
- ▶ to different parts of the Church (including formal members) to enable the development and promotion of other products and services and to improve our general ability to assist Church attendees and the wider community.

3. ACCESS TO YOUR INFORMATION

You can request access to the personal information that the Church holds about you by contacting the Church's Privacy Officer as set out below. We will provide you with access to your personal information unless we are legally authorised to refuse your request. We may charge a reasonable amount for providing access.

If you wish to change personal information that is out of date or inaccurate at any time please contact us. After notice from you, we will take reasonable steps to correct any of your information which is inaccurate, incomplete or out of date. If you wish to have your personal information deleted please let us know and we will delete that information wherever practicable.

We may refuse your request to access, amend or delete your personal information in certain circumstances. If we do refuse your request, we will provide you with a reason for our

decision and, in the case of amendment, we will note with your personal information that you have disputed its accuracy.

4. SECURITY

The Church will take reasonable steps to keep secure any personal information which we hold and to keep this information accurate and up to date. Personal information is stored in a secure server or secure files.

The Internet is not a secure method of transmitting information. Accordingly, the Church cannot accept responsibility for the security of information you send to or receive from us over the Internet or for any unauthorised access or use of that information.

5. CHANGES TO THIS PRIVACY POLICY

The Church may amend this Privacy Policy from time to time by having the amended version available on our website at www.christcommunity.org.au. We suggest that you visit our website regularly to keep up to date with any changes.

6. CONTACTING US

If you would like any further information, or have any queries, problems or complaints relating to the Church's Privacy Policy or our information handling practices in general, please contact our Privacy Officer on (07) 3371 9372, or by emailing admin@christcommunity.org.au or by mailing us at PO Box 1824, Toowong, QLD, 4066.