

# Bankstown Community Church

## Privacy Policy

### **Our commitment to your privacy**

Bankstown Community Church (**we/us/our/the Church**) recognises the importance of ensuring your personal information is protected.

We are required to comply with the obligations and respect your rights in accordance with the *Privacy Act 1988* (Cth) (the **Privacy Act**) and the Australian Privacy Principles (**APPs**) contained within the Privacy Act.

We will only collect personal information to administer your relationship with the Church, to provide any personal ministry and to provide you with information on Church events and ministries.

This document details our Privacy Policy and how we obtain and use any and all personal information collected.

### **What is personal information?**

The term of personal information is defined under the Privacy Act as “*information or an opinion about an individual (whether true or not) that can be used to personally identify the individual (whether recorded in material form or not)*”.

### **The types of information we may collect and hold**

The personal information collected will be used to continue your relationship with the Church, provide you with details on any Church events and ministries and provide any personal ministry to you.

We will only request information that is reasonably necessary for the activities, ministries, projects that you seek to be involved in. Whilst it is not a requirement to provide the personal and/or sensitive information as requested, if you choose not to provide the requested information, it may prevent your involvement in some activities, communications and pastoral support and care that we may provide you with.

Examples of Personal Information that we may collect include:

- Contact details (full name, address, email and telephone numbers);
- Personal details (marital status, gender and birthdate);
- Family details;
- Occupation, profession or job Information;
- Prayer requests;
- Financial giving;
- Details of any services that we have provided or you have enquired about, together with any additional information necessary to deliver those services and to response to your enquires;

- 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, through our representatives or otherwise; and
- Information you provide to us through our activities and services, surveys or visits by our representatives from time to time.

Some personal information that may be collected by us is considered “sensitive information”, which includes information that you provide us or we collect from others from time to time.

Sensitive information includes:

- Health information;
- Attendance information;
- Credit Card details;
- Criminal record;
- Any other professional and practice information.

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

We will use various methods to collect information directly from you. Should we require information from any third party, and the information is not disclosed in a Commonwealth record, we will ensure all steps are taken to destroy or de-identify the information as required by any legislation.

Personal Information will be collected from our members, volunteers, attendees, employers, contractors, supporters, and visitors to our Church services, events and activities. We will collect the information by:

- Face to face meetings;
- Email or social media message or conversation;
- Online and paper surveys and forms;
- Phone calls;
- Voice or video recording;
- Any forms (whether in paper or in electronic form) on our website, social media platforms, mobile app, or at Church premises (i.e. welcome card, contact information, registration event).

We will always inform you the purposes of collecting the personal information and whether any personal information is to be disclosed to a third party.

We will also endeavour to protect your personal information from misuse, loss or unauthorised access, modification or disclosure.

### **Anonymity**

Where reasonably practicable and lawful, we will provide individuals the option of not identifying themselves or interacting anonymously, or using a pseudonym.

Any access to our Church website is anonymous, except in circumstances where you are required to provide your personal information.

However, if we do not collect your personal information, we may be limited in our ability to providing any services, assistance or advising any information relating to our Church operations and activities, and essentially communicating with you.

## **Cookies**

We may collect your personal information through the use of cookies when you access our website. This will assist us in recognising your computer and avoid you from registering each time you access our website. It also enables us to keep track of any services and products you view so that in the event we receive your consent, we can send you news about those services and products.

## **Links**

Our website may contain links to other websites operated by third parties, and may also includes embedded content (videos, images, articles) from third parties. These websites may collect data from you, use cookies, embed additional third party tracking and monitor your interaction with the embedded content.

We make no representations or warranties in relation to the privacy practices of any third party website, and take no responsibility for the content or privacy policies of any third party website.

## **Direct Marketing**

We may use your personal information to directly communicate with you about topics you may be interested in, information about church event and services, or be interest to you. This may be sent in various forms such as email, SMS text message or Facebook message. At any time, you may opt-out of receiving the marketing communications from us by contacting us to ensure your name is removed from our mailing list.

## **Data Storage**

If any personal information collected by us is stored or managed by a third party on behalf of us, we will take all reasonable steps to ensure that the personal information will be held, used and disclosed by the third party consistently with the Privacy Act and APPs. The service provider managing the information for us may store certain personal information outside Australia. You consent to the transfer of your information outside Australia by submitting your personal information to us.

## **Video Recording and Security Cameras**

We may from time to time record video or images of services and activities for promotional, teaching and information purposes. By attending these services and activities you consent to us taking the video and images and using and disclosing them for such purposes.

To increase security for people and the Church's property and facilities, CCTV cameras have been installed in some public areas. Any data collected will only be used for legitimate security reasons and in accordance with this policy and not published for any other reason.

## **Privacy questions and complaints**

If you have any questions or concerns about our Privacy Policy or if you would like to make a complaint about a possible breach of local privacy laws, please contact us using the contact details below.

We read all communications and reply where appropriate as soon as possible. In order to effectively address your complaint, we may request further information from you about it before we address it. All requests or complaints will be dealt with confidentially.

If you are not satisfied with our response, you may refer your complaint to the Australian Information Commissioner (OAIC) on <http://www.oaic.gov.au/>.

Privacy Officer  
Bankstown Community Church  
381 Hume Highway  
Bankstown NSW 2200  
[bankstownchurch@gmail.com](mailto:bankstownchurch@gmail.com)

### **Policy Review**

We may update or amend this policy from time to time to cover any changes in law, policy or practice and any updated version will be posted on our website.

This Privacy Policy was last updated on June 2021.