

NewHope Baptist Church and NewHope Community Care Inc. (NewHope) are committed to protecting your privacy in accordance with the [13 Australian Privacy Principles \(APPs\)](#) from Schedule 1 of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, which amends the *Privacy Act 1988*.

This policy sets out how we will collect, use, store, disclose and de-identify your personal information.

1. The types of information we collect:

The types of personally identifiable and/or sensitive information we collect from you or from others about you may include, but is not limited to, the following:

- your full name, gender and contact details (address, telephone numbers, email, etc)
- donation history
- personal credit card and/or bank account details
- Working With Children Check number & expiry date (where required)
- National Police Record number and date (where required)
- complaint details
- professional and practice information including qualifications and training
- health/medical information
- religious information (including attendance, church membership, denominational details)
- identity of persons who have authority to collect your children from church activities
- records of visits to you, phone calls with you, and discussions around pastoral matters
- records of any communications that you have with us
- staff details for superannuation, payroll and taxation purposes

2. Why we collect private information:

We do not use the information in any way other than in the furtherance of our objects and purposes.

We collect your personal details to enable us to administer your relationship with the church, that is, to allow us to communicate with you, introduce you to our organisation, promote the Gospel to you, pray and provide other Christian services to you and provide you with information on Church events and ministries.

We might also use your information for the following purposes:

- for the immediate reason for which you have provided it to us (for example, to enable us to process your request, payment, registration, etc)
- to maintain contact with you about our work, to report to you about our work, or to encourage you to learn about what we do
- any other purpose directly related to our work and for which you have provided consent (where it is reasonably required by law)

3. How we collect information:

We may collect information from you either directly or from third parties. Information we collect from third parties may be by formal or informal means.

Where we collect information from third parties and it is not personal information that is contained

in a Commonwealth record, we will take reasonable steps to destroy or de-identify the information as required by law.

We collect personal information about supporters, donors, volunteers, employees, contractors and visitors to our events. We collect your information in the following ways:

- face to face contact
- electronically including through our website
- via social media messages or conversation
- during phone calls
- voice or image recordings (see below)
- whilst delivering and administering services at our facilities or other facilities
- from forms and other correspondence (both in writing and electronically)

In some circumstances, you may be asked to sign a consent agreement.

4. Quality of personal information:

We endeavour to keep personal information up to date and accurate, and that personal information we use or disclose is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.

5. Disclosing your personal information:

We only use your personal and sensitive information for the reason we collect it as set out above and for the purposes for which it was collected, or as otherwise permitted by law.

We will not disclose the above information that we collect to affiliates or third parties without your consent.

We don't rent, sell or exchange your information. The types of organisations to whom we normally disclose your personal information include those who help us administer our technology information systems, financial auditors and the Baptist Union of Victoria.

We take reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations when handling your personal information.

6. Disclosing your personal information overseas:

Occasionally we may use overseas facilities or contractors to process or back-up information or to provide other services. As a result, we may disclose your personal information to our overseas facilities or contractors for these purposes.

Any disclosure of your personal information overseas does not change our commitment to safeguarding your privacy. We do not otherwise disclose or transfer your personal information overseas.

7. How we protect your personal information:

We take reasonable steps to ensure the security of personal and sensitive information we hold and to protect it against loss, misuse or unauthorised access, destruction, use, modification or disclosure.

Our IT systems are password protected and comply with applicable security standards. Only authorised personnel are permitted to access these details.

We have a public website at www.newhope.net.au which is available to anyone. There is no personal data stored on this site.

It is our policy to:

- permanently de-identify personal information where reasonable and possible; and
- destroy personal information once there is no longer a legal or business need to retain it

8. Anonymity:

It is your right to be dealt with anonymously, provided that it is lawful and practicable.

We will try to accommodate a request for anonymity wherever possible, however we note that in some circumstances, this may prevent us from practically and effectively communicating with you.

9. Third party websites:

Our website contains links to third party websites, and third party websites may also have links to our website.

Our privacy policy does not apply to external links or other websites.

The operators of other websites may collect your personal information. We encourage you to read the privacy policies of any website you link to from our website.

10. Cookies:

When you visit our website a record of your visit may be logged. The following data may be supplied by your browser:

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

This information is used to compile statistical information about the use of our website. It is not used for any other purpose.

If you do not want 'cookies' to be used please adjust your browser settings to disable them.

11. Accessing, updating or changing your information:

You can access your information by asking us. Occasionally, we may need to refuse your request to access information, for example, where granting you access would infringe someone else's privacy.

You can update or change your information with us by contacting the church office.

12. Video recording and security cameras:

NewHope 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 the church taking the video and images and using and disclosing them for such purposes. Any photos of activities that include children will only be taken by someone authorised by NewHope, with parental consent and as far as possible, will focus on the activity rather than individuals. Individual children will not be identified.

To increase security for people and NewHope's property and facilities, CCTV cameras have been

installed in some public areas. Any data collected is only used for legitimate security reasons and in accordance with NewHope's Privacy Policy and/or legislation, and not published for any other reason.

13. If you have concerns or a complaint:

If you require more information regarding the NewHope Privacy Policy, or have access or correction enquiries or if you have a complaint regarding potential privacy breaches or how your personal information is handled, please contact:

Office Manager

info@newhope.net.au

(03) 9890 7999

3 Springfield Road, Blackburn North VIC 3130

In some instances where a data breach may have occurred, NewHope may be required to provide notice to regulators and affected individuals, and has accordingly developed a data breach response plan.

If you're not satisfied with how we have handled your complaint you can also contact the Office of the Australian Information Commissioner (OAIC) on www.oaic.gov.au. The OAIC is a government body independent of us. It has the power to investigate complaints about possible interference with your privacy.

14. Changes to the NewHope Privacy Policy:

NewHope may have to update this Privacy Policy from time to time, for example to comply with changes to the Privacy Act. This Privacy Policy was last updated on 12th October 2017.