

# RANGEVILLE COMMUNITY CHURCH

## PRIVACY POLICY V3

Rangeville Community Church is committed to maintaining an environment and processes that protect the privacy of individuals associated with our church. We have chosen to use the Australian Privacy Principles (APP) as governed by the Privacy Act (1988) as a guide for our church, as your privacy is important to us.

### What is your personal information?

In general terms “personal information” has the meaning given to it in the Act. This is information that can be used to identify you and may include your name, address, telephone number, email address and profession or occupation. If this information identifies you, or you are reasonably identifiable from it, then it is considered personal information.

### What personal information do we collect and hold?

We may collect the following types of personal information:

- Name and Contact Details for example mailing or street address, email address, telephone and/or mobile phone number, etc.;
- Age or birth date, anniversaries;
- Occupation, marital and family details;
- Information relating to your membership in or attendance at groups, ministries, services or any other activities we facilitate;
- Health information including allergies, dietary requirements, medical conditions and/or medical/doctor contact information;
- Information related to prayer needs, care needs or other personal circumstances that you disclose to our representatives;
- Details of training undertaken;
- Details of conferences or other special events hosted by us that you have registered for or which you have enquired about, together with any additional information necessary to deliver those conferences or events and to respond to your enquiries;
- Images, audio and/or visual recordings;
- Other information you provide to us through your contacts with us in person or electronically from time to time.

We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys at seminars or aggregated information about how users use our website.

### How do we collect your personal 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:

- through your completion and submission of forms or documents;
  - (a) in person
  - (b) on our website
  - (c) in our mobile app
- during conversations between you and our representatives;
- when you register for an event or purchase a product from us;
- voice or image recordings;
- when you donate to us and choose not to do so anonymously.

We may also collect personal information from third parties, for example, law enforcement agencies, other government entities such as the Commission for Children and Young People, etc.

### Cookies

Our website uses Google Analytics, a web analytics service provided by Google, Inc. (“Google”). Google Analytics uses “cookies”, which are text files placed on your computer, to help the website analyse how you use the site. Cookies are used to store information, such as the time that the current visit occurred, whether you have been to the site before and what site referred you to our web page.

The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage.

Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google’s behalf. Google will not associate your IP address with any other data held by Google.

You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of the website.

By using the website, you consent to the processing of data about you by Google in the manner described in Google's Privacy Policy and for the purposes set out above. You can opt out of Google Analytics if you disable or refuse the cookie, disable JavaScript, or use the opt-out service provided by Google.

### **What happens if we can't collect your personal information?**

If you do not provide us with the personal information described above, some or all of the following may happen:

- we may not be able to provide events or services for you, either to the same standard or at all;
- we may not be able to provide you with care or support, either to the same standard or at all;
- we may be unable to accept your children as participants in our various children's activities, or their health and safety in those activities may be compromised;
- we may be unable to accept your participation in certain ministries or activities (especially those involving children).

### **For what purposes do we collect, hold, use and disclose your personal information?**

We collect personal information about you so that we can perform our various functions and provide the best possible quality of service to you.

We collect, hold, use and disclose your personal information for the following purposes:

- to provide activities, products or services for you, e.g. care;
- send communications to you, including legal documents such as Notification of Annual General Meetings for members;
- to answer enquiries and provide information or advice about existing and new activities, products or services;
- to provide you with access to protected areas of our website and/or management system;
- to assess the performance of the website and to improve the operation of the website;
- to conduct business processing functions including providing personal information to contractors, service providers or other third parties, for example church management system providers and Commission for Children and Young People;

- for the administrative, marketing (including direct marketing), planning, product or service development, quality control and research purposes of Rangeville Community Church;
- to update our records and keep your contact details up to date;
- to process and respond to any complaint made by you;
- to comply with any legal requirements.

Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.

### **To whom may we disclose your information?**

We may disclose your personal information to:

- our employees and volunteers, contractors or service providers for the purposes of operation of our organisation or our website, fulfilling requests by you, and to otherwise provide activities, products and services for you including, without limitation, web hosting and service hosting providers, IT systems administrators, mailing houses, couriers, payment processors, electronic network administrators, and professional advisors such as accountants, solicitors, and consultants;
- suppliers and other third parties with whom we have commercial relationships, for business, marketing, and related purposes;
- any organisation for any authorized purpose with your express consent;
- relevant persons or organisations in situations such as suspected abuse or neglect, substantive threats of violence or harm to yourself or others, or life-threatening situations.

### **Direct marketing materials**

We may send you direct marketing communications and information about our organisation, activities, products or services that we consider may be of interest to you. These communications may be sent in various forms, including mail, SMS, and email, in accordance with applicable marketing laws, such as the Spam Act 2003 (Cth). At any time you may opt-out of receiving marketing communications from us by contacting us (see the details below) or by using opt-out facilities provided in the communications and we will then ensure that your name is removed from the relevant distribution list.

We do not provide your personal information to other organisations for the purposes of direct marketing.

## How can you access and correct your personal information?

You have every right to access your personal and sensitive information, subject to exceptions allowed by the law. If you would like to access or seek correction of your personal and sensitive information, please contact our Privacy Officer if you need information. For security reasons we ask that you put your request in writing. To enable us to verify your request we require you to advise the following:

- Your full name
- Address
- Contact telephone number or email address
- The relevant area or service (if known) that your request relates to.

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment then we will add a note to the personal information stating that you disagree with it.

## What is the process for complaining about a breach of privacy?

If you believe that your privacy has been breached, please contact us using the contact information below and provide details of the incident so it can be investigated.

Our procedure for investigating and dealing with privacy breaches is:

- You will be notified we have received your complaint;
- The investigation will be conducted by the Support Ministries Manager, or other person as nominated by our Senior Minister;
- We will notify you of the completion of the investigation, and its outcomes.

## Do we disclose your personal information to anyone outside Australia?

We may disclose personal information to employees, volunteers, service providers and/or ministry partners located overseas for some of the purposes listed above. Data storage may occur in overseas locations.

## Security

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorized access, modification or disclosure. We may hold your information in either electronic or hard copy form. Personal information is destroyed or de-identified when we deem it is no longer needed.

As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

## Links

Our website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices.

## Contacting us

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please use the contact link on our website or contact our Privacy Officer using the details set out below.

We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in a timely and appropriate manner.

### Please contact our Support Ministries Manager at:

Support Ministries Manager  
Rangeville Community Church  
362 Mackenzie Street  
Rangeville QLD 4350  
(07) 4636 1144  
privacy@rangeville.com

## Changes to our privacy policy

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on our website at <http://rangeville.com>.

For more information about the Privacy Act (1988) please refer to the National Privacy Commissioner's website at: <http://www.privacy.gov.au>.

This privacy policy was last updated on 19/7/2023.