

<b>Policy type</b>	Privacy Policy
<b>Status</b>	This Policy supersedes the previous Privacy Policy Dated 27 Feb 2011
<b>Approved by Board on</b>	11 <sup>th</sup> June 2021

## Introduction

LifeGate Church of Christ (ABN: 40 237 699 645) hereafter called “LifeGate”, is 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:

- the purposes for which we collect, hold, use and disclose personal information
- the kinds of personal information we collect
- how we collect it
- how you may access the personal information about you that is held by us and seek the corrections of such information
- how you may complain about a breach of the Australian Privacy Principles by us, and how we will deal with such a complaint
- whether we are likely to disclose personal information to overseas recipients

This policy is freely available on our website or in hard copy upon request.

## Anonymity and Pseudo-anonymity

It is your right to be dealt with anonymously or by a pseudonym, 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 or providing you with services.

We do not collect personal information unless the information is reasonably necessary for one or more of our organisation’s functions or activities, and the information relates solely to members of the organisation or to individuals who have regular contact with us in connection with our activities.

## 1. Why we collect personal information

LifeGate’s mission is to raise up disciples of Christ who passionately pursue God and boldly proclaim the gospel. To accomplish this mission, we provide a range of Christian programs and services. To participate in certain programs or activities, we need to collect information from those who want to be involved with LifeGate, enabling LifeGate to communicate with them and provide requested services.

## 2. 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, birthdate and contact details (address, phone numbers, email, etc)
- Working with Children Check details (or equivalent where required)
- Volunteer application forms
- National Police Record details (where required)
- personal credit card and/or bank account details
- donation history
- complaint details
- professional and practice information including qualifications and references
- health/medical information
- religious information (including attendance details)
- identity of persons who have authority to collect your children from Affiliate activities
- records of visits to you, phone calls with you, and discussions around pastoral matters
- records of any communications that you have with us

### Images

The Church or our agents may record or photograph various activities of the Church such as special services, camps, and other events. Images of the people attending or participating in our activities may be used and shown on our website and for other promotional purposes. By attending our services (or other activities) you agree to the Church using your image and personal information in these recordings (subject to Clause 3). Where the events or activities are specifically for children under the age of 18, consent from a parent or guardian will be requested prior to use.

## 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 and participants in our events and programs. We may 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
- whilst delivering and administering services at our church
- from forms, prayer requests and other correspondence (both in writing and electronically)

## Unsolicited Information

If we receive personal information we did not solicit, we will, within a reasonable period of receiving the information, determine whether that information could not have been collected under Section 3 above. If not, it will be destroyed or de-identified as soon as practicable if it is lawful and reasonable to do so.

## 4. How we use your information

LifeGate will only use your personal and sensitive information for the reason we collect it as outlined above and for the purpose(s) for which it was collected and for any other purposes that you consent to, or as otherwise reasonably expected or permitted 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 emails and newsletters;
- to answer your inquiry;
- to register you for events, conferences or workshops;
- for direct promotion of services and events 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, you are welcome to notify us to decline any further promotional communications;
- aggregated data may be provided to third parties providing services to the church, or for administrative and duty of care purposes; and to the Churches of Christ to analyse trends and statistical reports for use in developing programs and management of the churches of Victoria as a whole.
- on a confidential basis to the Church staff, board members, elders and leaders for the purposes of church business or where the law requires the Church to do so; and
- on occasions, personal information will be published in the church roll, church directory, weekly bulletins, newsletters, rosters, magazines, minutes of meetings, training programs and prayer requests.

Members and contacts not wishing personal information to be released need to contact the Church in writing. Non-release of information includes any mention of names in the weekly church email, membership lists, church directory, etc.

By not contacting the Church in writing, it is agreed that the information as outlined may be released as appropriate.

## 5. Access to 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.

## 6. Correcting your personal information

You can update or change your information with us by contacting [info@lifegatechurch.org.au](mailto:info@lifegatechurch.org.au)

## 7. How we protect your personal information

We take reasonable steps to protect personal information we hold from misuse, interference and loss, and from unauthorised access, 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 may use a third party to process, store or back-up information or to provide other services. The third party managing the information for our organisation may store certain personal information outside Australia.

As a result, we may disclose your personal information to overseas service providers or contractors for these purposes.

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 National Privacy Principles.

Attendees consent to the transfer of their information outside Australia by submitting their personal information to our organisation.

## 8. Contacting us

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 [info@lifegatechurch.org.au](mailto:info@lifegatechurch.org.au)

In order to effectively address your complaint, we may request further information from you about it before we address it. 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/>.