

# NEUMA CHURCH PRIVACY POLICY

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## **1. THE PURPOSE**

This Privacy Policy applies to the activities of Bridge Church Inc. (*Registered Business Name Neuma Church*) ABN 27 036 472 702, herein (“the Church”). It explains how the Church handles personal information and complies with the requirements of the *Privacy Act 1988*.

The Church values the privacy of individuals and reflects this the same in our practices as a church organisation.

## **2. THE POLICY**

### **2.1 Collecting Information**

The Church collects personal information from church attendees, visitors, staff, volunteers and other individuals primarily for the purpose of providing personal ministry to those individuals, to administer their engagement with the Church and its ministries (including any volunteer activities) and to provide information about the Church’s events and ministries. Without personal information, it is not practicable for the Church to provide such services to individuals.

The main types of information the church collects are names and contact details and pastoral history for the purpose it is required. Our records also include details of events, services and volunteer activities in which the person has participated, and some personal, pastoral and spiritual history.

We collect most of this information directly from the individual themselves, such as when someone attends a Church meeting, personally provides information to a Church staff member, leader or volunteer, or who completes a Church survey or contact card.

## **2.2 Using and Disclosing Personal Information**

The Church does not routinely disclose personal information to external individuals or organisations without the person's consent. Only Church staff, leaders and selected volunteers access the information in order to use it for the purpose for which it was given and collected. The circumstances, when we might disclose the information would include:

- If required by law
- If it is necessary for the purpose for which the information was collected
- When it is necessary or desirable to protect the personal or spiritual safety or welfare of the individual or another person
- A change in the Church's organisational structure that makes it necessary

Like most organisations, from time to time the Church may use contractors who could have access to personal information on our systems, such as IT technicians. Any contractors and the church's personnel who have access to personal information relating to the church attendees are required to adhere to this Privacy Policy in which they sign a disclosure stating they are not to keep this information or use it for any unauthorised purpose.

## **2.3 Let us know if you are receiving unwanted contact**

If you are receiving correspondence from the Church and do not wish to receive this information any longer, please contact the church head office and ask to be removed from the particular contact list.

## **2.4 You can access the information we keep about you**

If at any time you want to know exactly what personal information the Church holds about you, you can request access by contacting the Church head office. We may refuse to provide access if we are permitted to do so by law (*referring to Australian Privacy Principle 12.3*).

## **2.5 Changing and deleting the information we have about you**

If at any time you wish to change personal information that is inaccurate or out of date, please contact the Church head office and we will amend you details. You can also complete one of our regular church surveys. If you wish to have your personal information deleted, please contact the Church head office and we will take all reasonable steps to delete it unless we need to keep it for legal reasons.

## **2.6 Storage and security of your personal information**

The Church endeavours to take all reasonable steps to keep the information that we hold concerning individuals secure. Access to personal information is restricted to authorised staff, leaders and select volunteers at the Church and our information systems are protected by password security. Confidential files relating to pastoral care and counselling are kept secured by the responsible staff member or counsellor and are only shared with other leaders or staff members on a “need to know” basis.

## **2.7 What to do if you have a problem or question**

In the event that we become aware of any ongoing concerns or problems concerning our privacy practices, we will take these matters seriously and will work to address these concerns. If you have any further queries relating to our Privacy Policy, please contact us in writing to our head office to:

Business Manager  
Neuma Church  
PO Box 11  
Richmond VIC 3121

## **2.8 Future changes**

From time to time, the Church reviews and updates its policies. In the event that any part of the Church’s Privacy Policy is changed, the updated policy will be available on the Church website *neuma.church*