

# SLC04 - Policies & Procedures

## PRIVACY



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| <p><b>Context (Summary)</b></p> | <p>NORTH PINE BAPTIST CHURCH [ABN: 18957311642] (hereinafter referred to as "the Church") is committed to protecting and respecting the privacy of all persons by handling all personal information in accordance with Australian privacy laws. The Church is bound by the Australian Privacy Principles ("APP") in the Privacy Act Amendment (Enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988 (Cth).</p> <p>This Privacy Policy is available free of charge from the church website <a href="https://npbc.org.au/">https://npbc.org.au/</a></p>   |
| <p><b>Objective</b></p>         | <p>This Privacy Policy sets out how the Church manages personal information. The Church may update or amend this policy from time to time to cover any changes in law, practice, or policy.</p>  |
| <p><b>Scope</b></p>             | <p>This policy applies to:</p> <ol style="list-style-type: none"> <li>1. all employees and appointees of the Church whether those individuals are engaged on a full-time, part-time, contract, casual, temporary, or volunteer basis; and</li> <li>2. all members of and visitors to the Church</li> </ol> <p><b>Exception in relation to employee records</b></p> <p>Under the Privacy Act, the Australian Privacy Principles do not apply to an employee record of a current or former employment when directly related to their employment.</p> <p><b>Minors</b></p> <p>All reasonable steps will be taken not to collect personal information from anyone under 15 without parental or guardian consent<sup>1</sup>.</p> <p>Where it is not clear that a person under 18 has the capacity to make their own privacy decision, then their personal information will not be collected without parent or guardian consent.</p> <p><b>Vulnerable People</b></p> <p>All reasonable steps will be taken to not collect personal information from vulnerable individuals without their clear consent. If it's unclear whether they have the capacity to make their own privacy decisions, consent will be sought on the person's behalf from a legal guardian or attorney. Vulnerable people may include those with physical or mental challenges or limited English proficiency.</p> |

<sup>1</sup> The Australian Privacy Principles Guidelines, 1988 identifies in Section B.61 that an individual aged under 15 is presumed not to have capacity to consent to information being gathered about them.

**Information that may be collected and held**

The church may collect and hold personal information such as:

- Names
- Addresses
- Phone numbers
- Email addresses
- Age and/or date of births
- Profession, occupation, job title or qualifications
- Positions held at church
- Financial and bank details
- Personal identification information
- Working with children blue card information
- Any additional information you provide to the church
- Video, Photographic and CCTV images

The church may collect health information with consent if it is reasonably needed for the church’s activities.

Church services, events, testimonials, baptisms, and meetings are often recorded. Images of people attending services or events may be used for promotion or resources. By participating in these events, participants agree to this. If any participant would like their image or video removed from any material, they should contact the church with their request.

Whenever it is lawful and practical, individuals may choose to remain anonymous when interacting with the church. However, this may affect how that individual is able to use the church’s services or join the church’s events. If someone has concerns about the information the church requests, they should discuss this with the leaders of the church.

**Methods of collecting information.**

The church may collect personal information through various means. This includes, but is not limited to when a person

- registers with the church in any capacity (such as a member)
- makes a purchase
- makes a donation
- registers or attends an event, activity or facility
- visits the church website
- enrolls in a training course
- makes an enquiry, either online, by phone or in person
- fills out a survey
- fills out a form (such as an incident report form, complaint, employment application or working with children blue card form)
- corresponds (such as email, post, fax) with the church

The church may also collect personal information from third parties, including from third party companies such as law enforcement agencies and other government

entities and specialist agencies that assist the church in achieving its objectives. This collection of information from third parties would occur in circumstances, such as during recruitment when conducting a criminal record check or when verifying a Working with Children Check.

### **Interacting with the church via the internet**

A person may browse the church website and social media without giving their identity. If they do share personal info, the church will handle it according to this Privacy Policy. By using the church website, a person agrees to this policy.

The church website uses cookies to customize settings and content. The church collects some information like device type and pages visited, but it's not linked to a user's identity. A user can control cookie settings in their browser, but it might affect their access to certain content.

The church might use tools like Google Analytics to gather anonymous data for analysis. The church won't try to identify users unless required by law.

The church website may contain links to third-party websites. The church is not responsible for the content or privacy practices of linked websites.

### **The purpose of collecting, holding, using, and disclosing your personal information**

The church only collects and uses your personal information to support the Church's ministry and administrative functions and don't sell your information.

These reasons include:

- to contact individuals,
- to keep individuals informed in relation to services, activities, events, resources and conferences,
- to comply with legal obligations,
- to maintain internal record keeping and perform administrative tasks,
- to fulfill any services individuals may request or to answer enquiries,
- to produce the church Directory (which details name, address and contact details of members and church staff) for circulation to members and regular attendees,
- to subscribe individuals to newsletters and invite them to events, and
- to maintain a safe environment.

By giving the church their personal information, an individual agrees to be contacted for pastoral care and follow-up. The Church may also share this info with ministry teams to improve services provided.

Occasionally, the church may use information collected to inform individuals about conferences, events, or services. Individuals can opt out of these communications anytime by contacting the church.

### **Storage of information**

The church will ensure that Personal Information is secure and up-to-date. Information provided online might be stored in Australia or overseas, including with cloud providers. Agreements are in place with third-party providers to protect this information according to applicable data protection and privacy laws.

Paper forms will be transferred to secure electronic systems or physical filing systems.

Church staff and volunteers will be trained to protect information.

Information will be kept as long as required by law, and then destroyed when it's no longer necessary.

If there is a data breach, the church will notify affected parties and the Office of the Australian Information Commissioner, as required by law.

### **Disclosure of information**

The church is committed to ensuring personal information is kept secure. They will not disclose personal information to any third party without an individual's consent and unless authorised by this policy or where required to do so by law.

For example (and without limitation), the church may disclose personal information to the following groups:

- employees or third-party service providers to answer enquiries, fulfill any requests or perform services,
- other church members or regular attendees for the purposes of the annual Directory,
- insurance companies, insurance and protection related entities e.g. claims providers, insurers etc,
- auditors,
- accrediting authorities such as Queensland Baptist,
- suppliers and other third parties with whom a commercial relationship exists for the provision of education, events, functions and activities,
- professional advisors such as accountants, solicitors and business advisors,
- anyone an individual authorise the church to disclose information to, or
- anyone to whom the church is required to disclose information to by law.

### **Handling sensitive information**

On occasions, the church might collect sensitive information. For example, if someone is injured at an event, their health details may be collected.

The church will only use or share sensitive information for the reason it is collected, unless otherwise agreed to or if the church is required to do so by law.

### **Disclosing to overseas recipients**

The church may disclose personal information to an overseas recipient, for example, to facilitate cross cultural mission etc. The church will not send personal information overseas without:

- obtaining the consent of the individual (which may be implied), and
- otherwise complying with the Australian Privacy Principles.

The church may also store personal information on servers overseas.

### **Gaining access to your individual information**

A person can access or update their information at any time by contacting the Privacy Officer at:

44-46 Ogg Road, Murrumba Downs, QLD 4503  
07 3204 6366  
[office@npbc.org.au](mailto:office@npbc.org.au)

If an individual believes the personal information stored about them is wrong or incomplete, they can provide alternative information and request it be corrected.

The right to access personal information is not absolute. In some cases, the law permits the church to refuse access to personal information. Such circumstances include where:

- Access would pose a serious threat to the life or health of any individual;
- Access would have an unreasonable impact on the privacy of others;
- The request is frivolous or vexatious;
- The information relates to a commercially sensitive decision making process;
- Your personal information is part of an existing or anticipated legal or administrative proceedings;
- Access would be unlawful; or
- Access may prejudice enforcement activities, a security function or commercial negotiations.

### **Complaints about a breach of the Australian Privacy Principles**

Any complaints in relation to this policy or in relation to a breach of the Australia Privacy Principles can be made to the Privacy Officer by writing to:

The Elders, 44-46 Ogg Road, Murrumba Downs, QLD 4503, [elders@npbc.org.au](mailto:elders@npbc.org.au)

The church will investigate the complaint and will notify the individual of its decision a within 30 days. The church will keep the individual updated on the progress of any complaint.

If a person is not satisfied with the church's response to their complaint, or they consider that the church may have breached the Australian Privacy Principles or the Privacy Act, a complaint may be made to the Office of the Australian Information Commissioner by contacting:

Office of the Australian Information Commissioner  
GPO Box 5288  
Sydney NSW 2001  
Telephone: 1300 363 992  
Website: [www.oaic.gov.au](http://www.oaic.gov.au)

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| <b>Related Policies &amp; Documents</b>        | <p>Other Policies</p> <ul style="list-style-type: none"> <li>- SLC12 – Record Keeping</li> </ul> <p>Other documents supporting this policy include</p> <ul style="list-style-type: none"> <li>- A Primer with supporting information</li> </ul>   |
| <b>Responsibilities &amp; Accountabilities</b> | <p>Elders:</p> <ul style="list-style-type: none"> <li>- Ensure the security of stored information</li> <li>- Ensure staff and leaders are trained in their responsibilities and records are kept</li> <li>- Notify affected individuals and the Office of the Australian Information Commissioner in the instance of a data breach</li> </ul> |
| <b>Approval &amp; Review</b>                   | <p>Approved by Elders <span style="float: right;">Date: 20/04/2026</span></p> <p>This Policy will be reviewed periodically to ensure its effectiveness and alignment with best practices. Any necessary amendments will be made in consultation with relevant stakeholders, including employees and legal advisors</p>                        |