

Privacy Policy

This Privacy Policy applies to the activities of "C3 Church Carlingford and Wentworthville" (C3C&W&W). It explains how C3C&W handles personal information and complies with the requirements of the *Privacy and Personal Information Protection Act 1998*.

C3C&W believes that respecting the privacy of individuals is part of respecting their dignity as persons created in the image of God. We seek to reflect this belief in our practices as a church organisation.

1. Collecting Information

C3C&W collects personal information from church members, visitors, staff, and other individuals.

The main types of information that C3C&W collects are name, address, phone and e-mail contact details. Our records also include details of events and activities in which the person has participated, the date when the person joined or left the church, and reasons for joining or leaving the church.

We collect most of this information directly from those individuals, such as when someone registers for Leadership, Life and Ministry School courses, attends the church and fills in a visitor's card, or completes the address book of the church indicating they want C3C&W to be their church.

2. Using and Disclosing Personal Information

We collect information on church members for purposes including:

- Ongoing pastoral care of members
- Listing in the directory of church members
- Organising activities and events such as small group meetings and weekend retreats
- Enabling C3C&W to comply with legal and governance requirements, primarily in the areas of taxation and insurance. For example, details may be stored about an individual to enable the issuing of an annual tax receipt if they have engaged in tax deductible giving throughout the year.

We collect information on visitors and other individuals for purposes including:

- Follow-up after a visit to a church when someone has filled in a visitor card
- Organising activities and events such as small group meetings and weekend retreats

- Maintenance and security of our web site. Please see our internet privacy policy for further details

C3C&W does not routinely disclose personal information to other individuals or organisations. The circumstances when we might disclose this information include:

- when required by law
- it is necessary for the purpose for which the information was collected such as providing booking details to a conference organisation
- when it is necessary to protect the personal safety or welfare of another person
- a change in the church's organisational structure makes it necessary
- When necessary and in the interests of the individual's spiritual welfare.

3. Service providers

Like most organisations, from time to time C3C&W may use contractors who could have access to personal information on our systems, such as IT technicians. Any contractors who have access to personal information relating to C3C&W members are required to adhere to "The Act" and not to keep this information or use it for any unauthorised purposes.

4. Let us know if you are receiving unwanted contact

If you are receiving correspondence from C3C&W and do not wish to receive this information any longer, please contact us and ask to be removed from our mailing list. This request may be made by phone or email to the church office, or by clicking the link in any email sent using our third party communication tools.

5. Church directory

A directory listing the contact details of church members is made available to all church members. Church members are advised on the directory that this information should not be used for commercial purposes, and that it should not be disclosed to anyone who is not a church member, that is listed in the directory. Members who do not wish to have their contact details listed in the directory can have their details removed by contacting the church office.

6. Photography and Videography

The church may take photographs and video footage during events or services for us to use for communications and promotional material. If you do not wish for us to use your image, please let us know by contacting the church office and we will ensure that your image is not used. Photographs and Videos taken by the church remain the property of C3C&W and are protected from public use in the same way that personal information is protected.

Last reviewed: 6/12/2021

To be reviewed on: 6/12/2024

7. You can access the information we keep about you

If at any time you want to know exactly what personal information C3C&W holds about you, you can request access by contacting the church office. Please note that due to the nature of the way that information is stored across a number of file and server locations, C3C&W may need up to 2 weeks to gather all the information together.

8. 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 office and we will amend this record. If you wish to have your personal information deleted, please let us know in the same manner as referred to above and we will take all reasonable steps to delete it unless we need to keep it for legal reasons.

9. Storage and security of your personal information

C3C&W 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 and leaders at C3C&W and our information systems are protected by password security and, where possible, two-factor authentication. Confidential physical 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.

10. 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 issues seriously and work to address these concerns. If you have any further queries relating to our Privacy Policy, or you have a problem or complaint, please contact us at the church office.

11. Future changes

From time to time, C3C&W reviews and updates its policies. In the event that any part of C3C&W's Privacy Policy is changed in the future, the updated policy will be available by contacting the church office.

12. Contacting us

If you need to contact the church office, please call (02) 9875 0300 and ask to speak to the Pastoral Administrator or email info@c3carlingford.org.au