

# Hawkesbury Valley Baptist Church Privacy Policy



This Privacy Policy applies to the activities of "Hawkesbury Valley Baptist Church" (HVBC). It explains how HVBC handles personal information and complies with the requirements of the *Privacy and Personal Information Protection Act 1998*.

HVBC 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

HVBC collects personal information from church members, visitors, staff, and other individuals.

The main types of information that HVBC collects are name, address, birthday, phone and e-mail contact details. Our records also include details of events and activities in which the person has participated (ie Life Groups, East Timor Mission Trips, Baptism), 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 joins our membership or as a volunteer, attends the church and fills in a visitor's card, or attends an event that requires registration.

## 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
- enabling HVBC 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
- enabling HVBC to comply with legal requirements for the protection of children, young people and vulnerable adults. For example information obtained from a volunteer via a screening questionnaire will be stored to enable HVBC to comply with Child Safe Standards.

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

HVBC 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

### **3. Service providers**

Like most organisations, from time to time HVBC 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 HVBC 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 HVBC (e.g. Enews) 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.

### **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**

HVBC may take photographs and video footage during events or services for us to use for communications and promotional material. We do not use any image without the express permission of the individual or guardian. While we make every effort to steward this well, it would be helpful 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.

### **7. You can access the information we keep about you**

If at any time you want to know exactly what personal information HVBC holds about you, you can request access by contacting the church office. Please note that HVBC may need up to 1 week 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**

HVBC 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 HVBC and our information systems are protected by password security. 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.

HVBC uses 'Planning Centre' to store our data and administer our services and activities across the church.

You can find their Privacy Policy here: <https://planning.center/privacy/>

HVBC uses Google 'G-Suite' (i.e. Gmail, Drive, Sheets, Forms) to store our data in relation to Safe Church policies and procedures.

You can find their Privacy Policy here: <https://policies.google.com/privacy>

HVBC uses 'Mailchimp' to store names and email addresses for communication purposes.

You can find their Privacy Policy here: <https://mailchimp.com/legal/privacy/>

Important note: While Planning Centre, Google and Mailchimp are operated out of the USA, they are bound by the privacy and data storage laws of any country in which they do business. Therefore they comply with the *NSW Privacy and Personal Information Protection Act 1998*, which is regularly revised in light of changing technology both here and overseas.

## **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, HVBC reviews and updates its policies. In the event that any part of HVBC'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) 4571 4962 and ask to speak to the Pastoral Administrator or email [admin@hvbc.org.au](mailto:admin@hvbc.org.au)