

PRIVACY POLICY

1. INTRODUCTION

This Citywide Christian Assembly Incorporated (also known as West Lakes Christian Fellowship) [CCA] Privacy Policy outlines how CCA will handle your personal information, in accordance with the requirements of the *Privacy Act 1988* (the Act). This document provides a 'plain English' outline of CCA's privacy obligations under the Act and Australian Privacy Principles (APPs).

2. COLLECTION OF PERSONAL INFORMATION AND SENSITIVE INFORMATION

2.1 PERSONAL INFORMATION

Personal Information is defined in the Act as information or an opinion about an individual, whether the information or opinion is true or not.¹

CCA collects personal information from time to time that enables us to carry out certain functions and activities which include:

- Organising and facilitating events.
- Running training programs, including bible studies and seminars;
- Facilitating various age-specific programs.
- Communicating to Affiliated Associations to provide information on upcoming organised events.

2.2 SENSITIVE INFORMATION

Sensitive information is defined under the Act as "Personal Information that relates to an individual's:

- racial or ethnic origin,
- political opinions,
- membership of a political association,
- religious beliefs or affiliations,
- philosophical beliefs,
- membership of a professional or trade association,
- membership of a trade union,
- sexual orientation or practices,
- criminal record,
- health information."

¹Privacy Act 1988 (Cth), s6.

CCA may, from time to time, collect Sensitive Information from you to ensure that you are adequately cared for in the context of carrying out our functions and activities. We will not collect this information from you without your consent or use that information for a purpose outside our stated functions and activities.

3. HOW WE COLLECT PERSONAL INFORMATION AND SENSITIVE INFORMATION

CCA only collects information required for the particular function or activity we are carrying out. We may collect Personal Information and Sensitive Information from you in the following ways:

- through our CCA administration office
- collection forms required to facilitate the functions and activities
- via the Lampstand website (www.lampstand.bcf.org.au)
- photographs or video that may be taken of you while at the CCA property.

CCA is supported by the Lampstand website that is operated by its affiliated organisation Brisbane Christian Fellowship (BCF). The Personal Information and Sensitive Information you submit through the Lampstand website is done so in accordance with the Lampstand Terms of Use. These Terms are available on the Lampstand website.

The CCA website may use cookies to track site visits and navigation within the site. A cookie is a small text file created by a web server and stored on your computer, enabling a unique identification to be given to your computer. Cookies enable our systems to track your clicks as you browse and move between pages on the CCA website. The cookie also helps CCA. CCA does not use cookies to retrieve or store Personal Information about you from your computer. Most Internet browsers are pre-set to accept cookies. If you prefer not to receive cookies, you can adjust your Internet browser to disable or to warn you when cookies are used.

Our service provider records your visit to our website and logs information from your browser including your IP address, the date and time of your visit, the pages accessed, documents downloaded, and the type of browser used. This is a fraud prevention measure, and enables us to evaluate its website usage and improve its online service. This information is not linked back to individual users except in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect the service provider's logs.

The CCA website may contain links to the websites of associated organisations. However, CCA is not responsible for the privacy practices or content of such web sites.

4. ANONYMITY

Where possible, we will allow you to interact with us anonymously or by using a pseudonym. For example, if you contact our organisation with a general question, we will not ask for your name unless we need it to adequately handle your question. However, for most of our functions and activities we usually need some form of personal information in order to provide you with a greater level of care.

5. USE AND DISCLOSURE OF YOUR PERSONAL INFORMATION

CCA uses the Personal Information it collects about you only in accordance with the Act. We will not sell or rent your Personal Information to any third party without your prior consent. CCA may use the details you have provided us in order to contact you about church-related matters or regarding upcoming events at CCA.

CCA will only disclose your personal or sensitive information for the purpose under which it was collected. We may disclose your Personal Information for a secondary purpose that is related to the primary purpose of collection, or if you have provided consent for the disclosure.

We may also be required by the Act to disclose your Personal Information in the following situations:

- where the use or disclosure of the Personal Information is required or authorised by an Australian law, court or tribunal;
- where a permitted general situation exists in relation to the use or disclosure of the Personal Information by CCA;²
- where CCA reasonably believes that the use or disclosure of the information is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body.

6. SECURITY OF YOUR PERSONAL INFORMATION

CCA will protect your Personal Information from misuse, loss, unauthorised access, modification or disclosure by a range of security measures including computer network security systems, restricted access and building security systems, firewalls and passwords for checking identity before disclosing information. Any information submitted via the CCA website is only submitted via incoming emails. Such emails are subject to normal standard email protocols.

Your Log-in details for the Lampstand website enables BCF to verify your identity and to help us to ensure your Personal Information is kept secure. You are responsible for maintaining the secrecy of your login details.

Personal Information that is collected by CCA is stored in our office with restricted access. We will take reasonable steps to implement and maintain security precautions and prevent unauthorised access to, disclosure or use of Personal Information. Only authorised employees and volunteers are permitted to access your Personal Information.

7. OVERSEAS RECIPIENTS

CCA will not transfer your Personal Information overseas or into a “cloud” based system unless we have taken reasonable steps to ensure that the information which is being transferred will not be held, used or disclosed by the recipient in a manner inconsistent with the APPs.

The Personal Information held on the BCF Lampstand website may be accessible to Overseas Recipients who have been given access to the website. Overseas Recipients may

²a ‘permitted general situation’ is defined in the Privacy Act at s 16B

include members of affiliated organisations from countries that include Singapore, Malaysia, PNG, Americas and Switzerland. BCF will take reasonable steps to ensure that the Overseas Recipients deal with personal information in accordance with this Policy and the Act.

8. ACCESSING AND UPDATING YOUR PERSONAL INFORMATION

You have the right to request access to, and correction of, the Personal Information which CCA holds about you.

If you wish to update your Personal Information, you can make changes directly through the Lampstand website. To update your information via the Lampstand website, login and click on the 'Update your Phone Book Details' link. This will provide you with access to your Personal Information. Alternatively, you can contact our office in the ways set out in Section 9 below.

CCA reserves the right to refuse access to certain information. If we deny your access to Personal Information, we will, on request, provide you with the reasons for that denial. Where we receive a request from you, including an unsubscribe request, we will take reasonable steps to delete the relevant Personal Information from our records. However, we cannot guarantee that the information has been deleted as there is a possibility that a residual copy of the information will be maintained on a back-up system.

9. MAKE A COMPLAINT

If you wish to make a complaint or have a query about how CCA deals with your Personal Information, or you wish to access your Personal Information, you can contact us in the following ways:

- by email: office@wlcfc.com.au
- by phone: 08 8445 7311

We will endeavor to respond within two weeks of receiving your request, query or complaint. Complaints will be handled in accordance with CCA's internal complaint handling procedure.

10. REVIEW OF PRIVACY POLICY

CCA's information practices and Privacy Policy will be monitored and periodically updated in accordance with the Act.