

## Privacy Policy

**Ringwood Church of Christ** is committed to being a safe place, both in person and online, for all our participants, visitors, volunteers and staff and this policy outlines our ongoing obligations to you in respect of how we manage your personal information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your personal information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [oaic.gov.au](http://oaic.gov.au).

### What is personal information and why do we collect it?

Personal information is information or an opinion that identifies an individual. Examples of personal information we collect include: names, addresses, email addresses, phone numbers, health information, emergency contact details, membership date, baptism date, family relationship status, and pastoral care concerns.

This personal information is obtained in many ways including **membership or event registration forms, online forms, connection cards, emails, telephone calls, face-to-face meetings, QR code tracking, and via our website [ringwoodchurch.org.au](http://ringwoodchurch.org.au).**

We collect your personal information for the primary purpose of connecting with you, providing pastoral care, and for emergency situations. We may also use your personal information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing lists at any time by contacting us in writing or unsubscribing from MailChimp or via the Church Community Builder (CCB) database using your own login.

Personal information you provide to us is voluntary.

### Third parties

We use cloud-based programs such as CCB database, Microsoft OneDrive and MailChimp that store our data offshore, predominately in the USA. These programs use the highest level of security.

### Disclosure of personal information

Your personal information is only disclosed to staff or office/event volunteers or where you have agreed in writing to be included in our directory. We will only disclose personal information where required or authorised by law.

## Security of personal information

Your personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure. Any breaches will enact our Data Breach Response Plan.

## Access to your personal information

You may access the personal information we hold about you and update and/or correct it, subject to certain exceptions. If you wish to access your personal information, please contact the church office in writing and/or login to the CCB database using your password.

In order to protect your personal information we may require identification from you before releasing the requested information.

## Maintaining the quality of your personal information

It is important to us that your personal information is up to date. We will take reasonable steps to make sure that your personal information is accurate, complete and up to date. If your information changes or the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records.

## Policy updates

This Policy may change from time to time and the current copy can be found on our website or by requesting from our church office.

## Complaints and enquiries

If you have any queries or complaints about our Privacy Policy, or any breach/interference of the Australian Privacy Principles, please contact the Administration Manager on the below details. Any and all enquiries will be acted on promptly, sensitively and in consultation with the Director of Ministries in responding to an individual's concerns.

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**(03) 9870 8169**

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