

Date: 23 March 2021	This policy supersedes the previous Privacy Policy
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Introduction

Your privacy is important to us. TLC Church, Truth and Liberation Concern, (TLC) is committed to protection your privacy and to ensure we uphold your trust. Our Privacy Policy is created in compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. It covers how we collect, use, disclose and store your information.

POLICY

1. Why we collect your personal information

TLC is a non-profit organisation committed to raising up fervent followers of Jesus Christ who will reach out and impact communities, cities and nations for the kingdom of God. To accomplish this, we provide a range of Christian programs and services, including our church services, small groups, kids and youth programs, community and mission projects, bible studies and training courses. To participate in certain programs or activities, we need to collect some information from those who want to be involved with TLC, enabling us to communicate with them and provide the requested services.

2. What information do we collect and hold?

The information we collect about you will vary depending on the nature of involvement and the activities that you choose to be involved in. We endeavour to only ask you the information that is reasonably necessary for the activities you are seeking to be involved in. You are not required to provide the personal and/or sensitive information that we request, but if you choose not to provide it, it may hinder or prevent your involvement or inclusion in some activities and communications and the degree of pastoral support and care that we can provide you with.

The information that we collect includes:

- Contact details (name, address, telephone numbers, emails etc..)
- Personal details (birthdate etc)
- Family details (spouse, children etc)

Some personal information is considered 'sensitive information'. At times we collect sensitive information about you, including:

- Health information
- Religious information (attendance, spiritual milestones eg: baptism etc)
- Professional and practice information
- Criminal record
- Credit card details; and
- Working with Children Check status.

The purpose for which we collect personal information will be made clear at the time of

collection. All access to our website is anonymous, except for any forms where you enter your personal information. TLC will not collect personal information about visitors to the website except when they knowingly provide it.

3. Images

TLC or our agents may record or photograph various activities of the Church such as special services, camps, and other events. Images of the people attending or participating in our activities may be used and shown on our website or social media or for promotional purposes. By attending our services (or other activities) you agree to the TLC using your image and personal information in these recordings (subject to clause 4)

Where the events or activities are specifically for children under the age of 18, written consent from a parent or guardian will be requested prior to use.

4. How we collect your information

We collect information directly from you, unless it is reasonable or impractical to do so. Where we collect information from third parties and it is not personal information that is contained in a Commonwealth record, we will take reasonable steps to destroy or de-identify the information as required by law.

We collect personal information about partners, attenders, supporters, donors, volunteers, employees, contractors and visitors to our site by:

- Any of the forms on the website, other electronic means or paper forms (Communication card, event registration etc..)
- Visitor's record
- Face to face meetings
- Email or social media message or conversations
- Phone calls
- Voice or image recording

We will advise you or the purposes of collecting the information at the point that it is collected, and of any third parties to whom the information is usually disclosed.

5. How we use your information

TLC will only use your personal and sensitive information for the reason we collect it as outlined above and for the purpose(s) for which it was collected and for any other purposes that you consent to, or as otherwise reasonably expected or permitted by law.

Generally, we will only use and disclose your personal information as follows:

- (a) to establish and maintain your involvement with the Church, including providing you with emails and newsletters;
- (b) to answer your enquiry;
- (c) to register you for events or workshops;
- (d) for direct promotion of services and events and to keep you informed of new developments we believe may be of interest to you. If we contact you in this way without

obtaining your prior consent, you are welcome to notify us to decline any further promotional communications; (e) aggregated data may be provided to third parties providing services to the church, or for administrative and duty of care purposes; and to the Churches of Christ to analyse trends and statistical reports for use in developing programs and management of the churches of Victoria as a whole.

(f) on a confidential basis to the Church staff, elders and leaders for the purposes of church business or where the law requires the Church to do so; and

(g) on occasions, personal information will be published in the church roll, church directory, weekly bulletins, newsletters, rosters, minutes of meetings, training programs and prayer requests.

Members and contacts not wishing personal information to be released need to contact TLC Church in writing. Non-release of information includes any mention of names in the weekly church email, membership lists, church directory, etc. By not contacting the Church in writing, it is agreed that the information as outlined may be released as appropriate. There are no provisions for exceptions; either the policy is accepted in full or not.

6. Access to your Information

You can gain free access to your personal and sensitive information by requesting it from us. In some circumstances, we may need to deny your access request, for example where:

- Granting you access would have an unreasonable impact on someone else's privacy;
- Any other reason as consistent with the Privacy Act.

In such a situation, we will provide you with an explanation for why access is denied. If deemed necessary, the explanation will be provided in writing.

7. Correcting your personal information

We desire that each person's personal information we hold and collect is relevant, accurate, complete and up to date. We encourage all members and attenders to assist us in this by updating their details when appropriate.

8. Security

The Church will take reasonable steps to keep secure any personal information which we hold and to keep this information accurate and up to date. Personal information is stored in a secure server or secure files.

The Internet is not a secure method of transmitting information. Accordingly, the Church cannot accept responsibility for the security of information you send to or receive from us over the Internet or for any unauthorised access or use of that information.

9. Contacting Us

If you have any questions or concerns about our Privacy Policy or if you would like to make a complaint about a possible breach of local privacy laws, please contact the TLC Office.

In order to effectively address your complaint, we may request further information from you about it before we address it. If you are not satisfied with our response, you may refer

your complaint to the Australian Information Commissioner (OAIC)
on <http://www.oaic.gov.au/>.

Implementation and Communication

All policies are available upon request from the TLC Office by anyone in regular attendance at the TLC Church. On acceptance by the Elders, this policy will be distributed to all existing staff, volunteers and leaders.

It is the responsibility of Ministry Leaders to ensure all Team Members and Volunteers have read and understood this policy.

All new staff, volunteers and leaders will be given access to all the TLC Church policies and procedures.