



North Pine Baptist Church

Privacy Policy

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1. Summary

North Pine Baptist Church (“the Church”) recognises that the right to privacy of all people is very important. We have adopted the Australian Privacy Principles and the Australian Privacy legislation as a basis for the ways we collect, store, use and disclose any personal information we collect or receive.

The following is a summary of our policy.

1. The Church respects the privacy of individuals who attend our services and programs.
2. The Church makes every effort to keep your information secure and has up to date, high levels of security in place.
3. Information stored and used is for the sole purpose of administration and ministry work directly pertaining to people involved within our Church.
4. Stored information may consist of name, date of birth, address, phone numbers, email addresses, event attendances and other details relevant to Church life.
5. Congregation members can update their information by contacting the Church Office.
6. Congregation members can unsubscribe from receiving communications (email) at any time by contacting the church office.

2. Purpose for collecting, storing, and using personal information

The Church collects contact information such as names, addresses, contact numbers, email addresses and other information such as church and group membership, attendances, dates of birth, family members, baptisms, Blue Card numbers and areas of service.

- Information pertaining to health is collected only where necessary, such as:
 - in Children’s Ministry and Youth Groups to ensure their health needs are met and health risks are properly managed
 - for pastoral care purposes, to support people through health challenges
 - allergies to assist in safely catering at church or ministry events
- The Church only collects, holds and uses personal information for:
 - Providing appropriate care, support, and services to people,
 - Administration of the church and its activities
 - Contacting people who volunteer in any of the church’s ministries, activities or events
 - Providing people with information about progress with our ministries and projects, advising of coming events, services and opportunities with our ministries
 - Managing the employment of staff members

2.1 Church Personnel

The Church also holds information relating to all its staff, volunteers and ministry leaders (Personnel) including:

- the role and activities of the Personnel; and
- the qualifications held by the Personnel relevant to his or her role, such as working with children status, safe ministry training etc. The Church also records the current status of the qualifications, such as whether the Personnel are in the process of applying for the qualifications.

2.2 Attendee involvement

The Church may also collect information from its attendees regarding the attendee's use of the Church's services. This includes:

- the services that you use and the number and frequency of the use; your involvement in the Church's ministries;
- records of your visits, phone calls and pastoral matters; and
- records of any communications that you have with us.

2.3 Church Directory Updates

From time to time the Church may invite you to update your details in our Church Directory so that we may update our management system. The Church will record and collect all the personal information that you may provide in your response.

3. Opting out

The Church will from time-to-time send relevant communications to you (via email / mail) such as newsletters, current events and volunteer rosters etc. You may opt out of receiving any communications from the Church at any time by contacting the office.

4. Disclosure

We have a strict duty to maintain the privacy of all personal information we hold about you. We do not disclose any personal information to external organisations or individuals in Australia or overseas, without the consent of the person unless we are specifically required by law to do so. We do not share any personal information with other organisations or individuals.

8. Data Storage & Security

We collect personal information through verbal interaction, completion of paper or online forms such as event registration forms, connect cards, application forms, and group information forms. This information is collected from the person themselves or from a parent/guardian/carer (for children or where otherwise necessary). Where attendance records are collected, this is done through sign-in sheets, online registration systems or direct observation.

The information collected is either disposed of after its use or held in one of the following forms:

- Secure online databases including Elvanto/Tithe.ly Church Managements System, Xero (for employees' payroll and payments for individuals), Safe Ministry Check (for Child Safe training compliance) and Baplink (online merchant facility for making payments). All data transmission to and from these databases is fully encrypted.
- Hard copy information is generally stored in our offices, which is secured to prevent entry by unauthorised people, accessed by approved staff, contracted professionals and volunteers of the relevant ministry area.
- Small amounts of personal information are held for ministry-specific purposes in documents and spreadsheets on church computers with access protected by individual profiles and passwords.

All staff and volunteers who have access to personal information held by the Church are bound by codes of conduct and formal agreements that require full compliance by the staff member or volunteer with this privacy policy and associated procedures.

The Church ensures reasonable steps are taken so that all information collected is accurate, up to date and protected from unauthorised access, modification or disclosure. Network access privileges are assigned to a limited number of staff for the purpose of updating, modifying and editing data. These positions are reviewed regularly to determine if they are still appropriate. Ministry leaders with access to personal information are made aware of this policy and associated procedures and are required to comply with them.

Archived material is stored in a secure environment.

We have a public website (www.npbc.org.au). There is no personal data stored on this site unless specific permission has been sought and given to provide that information.

10. Contact Us

Any questions about this policy, or any complaint regarding treatment of your privacy by the Church, should also be made in writing to the address below.

To contact us with a compliment or complaint or a privacy question, you can:

- Write to us at: PO Box 145 Kallangur, QLD 4503; or
- Email us at office@npbc.org.au