

PRIVACY POLICY

Adopted by Georges River Life Care Board on 10th July 2020

COMMITMENT

Georges River Life Care (GRLC) commits to open and transparent processes for the collection, use, protection and management of personal information.

PURPOSE

This Privacy Policy sets out how GRLC manages personal information.

SCOPE

By visiting our website, attending programs, appointments or activities or using any of our services, you agree that your personal information will be handled as described by this policy.

DEFINITIONS

Personal information is information or an opinion relating to an identified, or reasonably identifiable, individual.

Sensitive information includes information related to health, disabilities, financial background, criminal background or allegations of misconduct.

For more information on the Australian Privacy Principles please see the Office of the Australian Information Commissioner

<https://www.oaic.gov.au/assets/privacy/guidance-and-advice/app-quick-reference-tool.pdf>

1. Information that we collect from you and hold about you

- a) GRLC may collect and hold personal information including:
- Name
 - Title
 - Postal and electronic mail address
 - Phone number/s
 - Dietary needs and relevant medical requirements
 - Information necessary for working with children and child protection requirements
- b) Depending on the type of service or assistance GRLC provides to you, we may also collect the following personal, sensitive and/or health information:
- Gender
 - Occupation
 - Personal credit card and/or bank account details
 - Employment information
 - Names and contact details of dependents or beneficiaries
 - Records of any communications that you have with us
 - Any idiosyncratic or personal information we obtain from you or others about you that is relevant to the provision of our services to you.

2. How we collect information

- c) GRLC may collect your information in the following ways:
- In speaking to you either in person or by over the telephone
 - In writing, including by completion of a claim form or where one is completed on your behalf, or by traditional or electronic correspondence
 - Electronically including through our website
 - By voice or image recordings
 - Whilst delivering and administering services in the course of our business
- d) *GRLC will only collect personal information*
- *by lawful and fair means and*
 - *where reasonably necessary.*
- e) GRLC will allow anonymous communication where this is practicable and does not undermine the purpose of the information collection. You are not required to provide personal information to GRLC. If you have a general enquiry you may use a pseudonym or remain anonymous. However, our ability to provide ministry or services may be limited if you do not provide relevant information.
- f) GRLC will collect information about an individual only from the individual (for example by asking you to fill out a form) unless
- the individual is a minor, in which case the information may be collected by the individual's parent/guardian and/or
 - the information is reasonably necessary and it is unreasonable and impractical to collect the information from the individual.
- e) GRLC may record video or images of activities. By attending activities you consent to the use of any such video or image for service provision, teaching or promotional purposes, unless you advise in writing, in advance, that you do not consent to such.
- f) GRLC may operate video recording on its premises for security purposes. We may use and/or disclose the video footage from any such cameras for legal and security reasons.

3. Why we collect personal information

- a) The purpose of collection, holding, use and disclosure of the personal information is to fulfil the service and administrative functions of GRLC. This may include things such as:
 - for the immediate reason for which you have provided it to us (for example, to register for an event or receive a service)
 - to maintain contact with you about our services
 - to contact you;
 - to comply with legal obligations;
 - to comply with relevant child protection policies
 - any other purpose directly related to our work and for which you have provided consent (where it is reasonably required by law)
- b) GRLC may use personal information for direct marketing on behalf of GRLC, but will provide an opportunity for any individual to request that their personal information not be used for direct marketing.

4. Storage of personal information

- a) GRLC will take reasonable care to ensure that personal information is recorded correctly and consistently.
- b) GRLC will take reasonable steps to ensure that any personal information is
 - stored securely
 - remains confidential
 - protected from misuse, interference, unauthorised access or loss.
- c) Access to paper based or computerised records of sensitive information will only be granted to a limited number of staff and volunteers who are trained in the importance of confidentiality.
- d) Where GRLC has collected personal information for a particular purpose we will only use that personal information
 - for that purpose or a related purpose and/or
 - with consent of the individual and/or
 - as required or authorised by an Australian law or court order or tribunal order.

5. Disclosing your information

- a) GRLC may disclose your personal information:
 - to the Baptist Churches of NSW & ACT Ministry Standards Manager for the purposes of ensuring adherence to relevant child protection procedures (GRLC is an affiliate of Georges River Life Church) and/or
 - where required by law and/or
 - to any other person or organisation, with your consent.
- b) We will never sell, or otherwise disclose your personal information for financial gain, to third parties.
- c) GRLC will not, without the consent of the individual, disclose personal information
 - to any third party for the purposes of marketing or
 - to any overseas entity.

6. How to access your individual information

Any individual can access their own personal information by sending a written request to GRLC office.

7. How to complain about GRLC's misuse of individual information

If you wish to make a complaint regarding our *Privacy Policy*, please notify GRLC office in writing.