

1. OVERVIEW

At Forest Lake Baptist Church (FLBC) we believe that privacy is important and that people have the right for their personal information to be kept private. Whilst our Church may be exempt from the requirements of the Privacy Act, we seek to meet the expectations of our community in this area and have adopted clear guidelines and principles in this important area. This document summarises how these principles are applied to the information we collect, and how we hold, use and disclose that information.

2. COLLECTION OF INFORMATION

We collect and retain information when necessary for the purposes of the ministry and related activities of FLBC. No one is under any compulsion to give us any personal information, however if you do not provide us with certain information we may not be able to provide you with access to some of our services or allow you to participate in some of our activities.

The Church may collect general information about you such as your name, address and other details so that we can contact you. We may also collect personal information during the course of communications with you, for example if you wish to *obtain services* from FLBC, when you register for events and when you participate in Church activities or complete other forms. The information collected may include sensitive information such as health information. When practicable, the purpose for which we collect personal information will be made clear at the time of collection. Providing certain information will ensure we are able to provide you with access to the relevant services or the assistance you have requested.

3. USE AND DISCLOSURE OF INFORMATION

We use information only for the purposes we have disclosed at the time of collection, or otherwise as set out in this privacy policy.

We will not sell, distribute, rent, licence, disclose, share or pass your personal information onto any third parties, other than those who are contracted to us to keep the information confidential.

We will not use or disclose your personal information for any other purpose without seeking your consent, unless authorised or required by law.

We will not mention any sensitive information provided to us, such as health or personal information, without the approval of you or the person responsible for you.

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

- to maintain contact and keep you informed about developments and activities which may be of interest to you;
- to establish and maintain a record of your involvement and attendance at services or groups;

- to provide the services you have requested from the church;
- to answer your inquiry;
- to care for you pastorally;
- to maintain an online database of contact details of the FLBC congregation which is only accessible by the FLBC congregation, and to publish an online FLBC church directory. The contact details of anyone under the age of 18 years will not be disclosed in the published directory.

4. INFORMATION QUALITY

We will endeavour to keep personal information complete, accurate and up to date. We will also provide you with a secure login to access the database which will allow you to update your contact details.

5. INFORMATION SECURITY

We will take reasonable steps to keep secure the personal information which we hold and to protect it from unauthorised disclosure and misuse. Email is not a secure method of transmitting information and so we cannot accept any responsibility for the security of information you send to us by email.

6. ACCESS AND CORRECTION

We will provide individuals with access to their personal information as required by law and take reasonable steps to correct information which is inaccurate, incomplete or out of date. To request access to the personal information that the Church holds about you please contact the Operations Co-ordinator, the FLBC Church Office or the Church Secretary. If you wish to have your personal information deleted please let the Operations Co-ordinator know and we will delete that information as far as practicable unless we need to retain it to comply with the law.

7. QUESTIONS OR COMPLAINTS

If you have concerns, questions or complaints about our Privacy Policy please direct these to the Church Secretary (secretary@forestlakebaptist.org.au).

If you have any questions about Elvanto and how our church data is stored online, you can read their privacy policy online here:

<https://www.elvanto.com/privacy/Elvanto-Privacy-Policy.pdf>