

Privacy Policy



Adopted by Parish Council at the meeting on
11 August 2022
Next review date: July 2024

St Michael's Anglican Cathedral
Catriona Williams



St Michael's
ANGLICAN CATHEDRAL

1. PURPOSE

1.1.1.1 At St Michael's Anglican Cathedral Wollongong (St Michael's, "we"), we respect your right to privacy and believe we have a responsibility to deal carefully and properly with any information collected and retained. While we are exempt from the requirements of the Privacy Act (1988) as a "small business", we seek to meet the expectations of parishioners and the community. Therefore, we have adopted clear guidelines and principles in this area, as outlined below.

1.2 Personal information

- 1.2.1.1 St Michael's only collects personal information that is necessary for the provision of effective ministry and pastoral care and to follow up enquiries.
- a) We do not set about to collect personal information except to facilitate communication, community and pastoral care.
- 1.2.1.2 Information may also be collected, as required, to maintain our legal and Safe Ministry obligations.
- 1.2.1.3 Where practical, the purpose for which we collect personal information will be made clear at the time of collection.
- 1.2.1.4 If you do not provide us with certain information, we may be unable to provide you with access to some of our services or the assistance you have requested. For example, failing to provide emergency contact details for a responsible parent or guardian will prohibit leaving a child (<18 y age) on our premises without a responsible parent or guardian present.

1.3 Collection of Information

- 1.3.1.1 We only collect personal information by lawful and fair means, and will take steps to safeguard this information.
- 1.3.1.2 Private information about you or your family members is collected for, but not limited to, the following reasons:
- a) You attend a church service or event
 - b) You complete a connect card or other form
 - c) You contribute financially via electronic means
 - d) You provide information for children or youth (<18 y age) who attend
 - e) You hold a wedding, funeral or thanksgiving service onsite
 - f) You volunteer to be involved with children's or youth (<18y age) ministry
- 1.3.1.3 We generally collect private information directly from you, however there are circumstances where a child (<18y age) connected with Children's or Youth ministry may provide parental information for medical or emergency purposes.
- 1.3.1.4 Personal information about former members may be retained for a period of time, however we are required to keep WWCC, Safe Ministry Training and Safe Ministry Check data for Children's and Youth leaders indefinitely.

- 1.3.1.5 Personal information is sometimes shared with the request that it is confidential to the person with whom it is shared. We will strive to ensure that this is clear and that such information is not collected or recorded.
- a) In most cases, the pastoral context in which information is provided will make it clear that information is for the purpose of pastoral care and can be collected for this purpose.
 - b) Where there is any doubt, we will either not record the information or let the individual know the purposes for which the information is being collected and to whom, if anyone, the information is likely to be disclosed e.g. other staff.
- 1.3.1.6 For job applicants, we will collect and store your personal information to assist with our recruitment process.
- a) Successful applicants will have their data stored against their personnel records. Personnel records are not covered by the Privacy Act.
 - b) Unsuccessful applicants will have their applications stored for 12 months, should other opportunities arise for which we may contact you. After 12 months, electronic records will be deleted and manual records destroyed.

1.4 Protection of Information

- 1.4.1.1 Your information is stored on a digital database, Elvanto, which is protected by encryption, firewalls, secure buildings and computer security systems. For more information visit <https://help.tithe.ly/en/articles/2572351-elvanto-chms-security-faq>
- 1.4.1.2 As required by law, data held in Elvanto is kept in Australian servers and governed by Australian data and privacy laws.
- 1.4.1.3 Staff are required to use two-factor authentication on their accounts given their level of access to personal information.
- 1.4.1.4 There are graded privacy and access levels
- a) Staff - complete access to personal information provided (name, phone, date of birth [WWCC purposes], address)
 - b) Safe Ministry Representative – access to limited personal information (such as name, date of birth, email and phone number)
 - c) Ministry or Growth Group Leaders – access to some information (such as phone number and email address)
 - d) Members – registered members can see name, address, email and phone number of other members registered in the directory.
- 1.4.1.5 Children's allergy information, provided by parents, is accessible to children's ministry leaders to ensure safety for those children participating in ministry activities.
- 1.4.1.6 The member directory is opt-in, and individuals may opt-out at any time by logging into their profile or contacting the office. The individual information provided (address, email and phone number) to the directory is also opt-in.
- 1.4.1.7 We take Safe Ministry matters seriously, therefore personal information (such as name, parent contact and allergy information) for Children and Youth (<18y) is limited on the Elvanto database to those who need it for effective ministry (Staff and Head Leaders).

- 1.4.1.8 Additional Safe Ministry related information including Training Certificates and Checks are kept within the St Michael's Microsoft SharePoint, with access only available to those who require it (Senior Minister, Safe Ministry Representative and any authorised delegate).

1.5 Video and Photographic Media

- 1.5.1.1 In Australia there are no publicity or personality rights, and there is no general right to privacy that protects a person's image. Since St Michael's is open to the public, under secular law adults may be filmed or photographed while on the premises.
- a) Some services may be livestreamed, therefore those who wish to avoid being on camera are advised to sit at the rear of the Cathedral or in the Northern Transept.
 - b) If you do not wish your image to be used, please contact the Parish Administrator and we will attempt to respect your wishes.
- 1.5.1.2 Given our concern for children and youth (<18y age) we seek media permission information from parents before using their image in any way.

1.6 Use and Disclosure of Information

- 1.6.1.1 We use information only for the purposes we have disclosed at the time of collection, or as set out in this privacy policy.
- 1.6.1.2 We will not mention any sensitive information provided to us, such as health information, in newsletters or bulletins without the approval of you or the person responsible for you.
- 1.6.1.3 Generally, we will use and disclose your personal information as follows:
- a) to establish and maintain a record of your involvement and attendance;
 - b) to provide products or services;
 - c) to answer your inquiry;
 - d) to register you for events or conferences;
 - e) to keep you informed of new developments we believe may be of interest to you (if we contact you in this way, you will have the opportunity to decline any further such communications);
 - f) to provide updates and new developments about our mission partners; and
 - g) to provide a digital congregational directory to those participating.
- 1.6.1.4 We will not sell or share your personal information about you with any other organisation outside St Michael's. If we are required to share information, such as name and contact details of Parish Councillors to the Australian Charities and Not-for-profits Commission, we will seek your permission first.
- 1.6.1.5 Where you have opted-into the member directory, personal information (name, address, phone number or email) available in the member directory may be shared with other members (those regulars who have an Elvanto profile), however we will not share your information if you have not opted-into the directory or with non-members without your express consent.

1.6.2 How do you view your information?

- 1.6.2.1 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.
- a) You may update your information using your Elvanto database login.
- 1.6.2.2 If your private information is held on the St Michael's Elvanto database you may request access to your personal information.
- a) We encourage you to contact our office if you have any concerns about the personal information we hold about you or would like to request access.
 - b) If we are holding your personal information and you are entitled to a login to Elvanto, you may directly control the data held about you. To obtain a login please visit the St Michael's website and the Members tab. You will see a link to a request a login.
 - c) If you wish to have your personal information deleted, please let us know and we will delete that information as far as practicable.

1.6.3 How to opt out

- 1.6.3.1 You have the right to opt out of individually addressed promotional mailings/emails. If you do not wish to receive further communication from St Michael's you can:
- a) Click unsubscribe on E-News
 - b) Log into Elvanto and unsubscribe from general emails and updates, or follow the link in one of those emails
 - c) Contact the Office and ask for the Parish Administrator
- 1.6.3.2 You have the right to opt-out of the member directory and can do this via your Elvanto profile. You may also choose to have individual fields kept out of the directory.

1.7 Complaints

- 1.7.1.1 We are committed to dealing quickly and appropriately with any complaint you make about your privacy in relation to St Michael's services or practices.
- 1.7.1.2 If you are concerned that this privacy policy may have been breached or that your privacy may have been compromised please contact us in writing immediately, setting out your concerns. Please include a daytime telephone number where we can contact you. We will get back to you within five working days.

Write to:

Parish Administrator

St Michael's Anglican Cathedral

74 Church St, Wollongong NSW 2500

1.7.2 Unresolved complaints

1.7.2.1 If you are not satisfied with our handling of your complaint you can refer it to the Australian Federal Privacy Commissioner. Contact details:

Office of the Privacy Commissioner
GPO Box 5218, SYDNEY NSW 2001, AUSTRALIA.

Privacy Hotline

- 1300 363 992 (9.00am - 5.00pm EST Monday to Friday) (cost of a local call anywhere in Australia)
- Landline (02) 9284 9800
- TTY 1800 620 241
- Fax +61 2 9284 9666
- Web www.privacy.gov.au
- Email privacy@privacy.gov.au

Please note: Complaints should be made in writing to the Federal Privacy Commissioner at the above address. If you need help to make a complaint, you can phone the hotline for assistance.

Contact Us

Parish Administrator
St Michael's Anglican Cathedral
74 Church St
Wollongong 2500

Ph: 02 4228 9132

Email: administrator@wollongonganglican.org