

Wollongong Mission Privacy Policy

The Wollongong Mission of the Uniting Church in Australia (“**the Mission**”) and its various entities and organisations (**we, our, us**) recognise the importance of protecting the privacy and the rights of individuals in relation to their personal information. This document is our privacy policy and it tells you how we collect and manage personal information collected from our website and by representatives of the Mission and its various organisations as part of carrying out the various activities of the Mission and the provision of services. We respect your rights to privacy under the Commonwealth *Privacy Act 1988* (the **Act**) and we comply with all of the Act’s requirements in respect to the collection, management and disclosure of your personal information.

The Mission is part of the Uniting Church in Australia and this document should be read in conjunction with the Privacy Policy of the Uniting Church Synod of NSW / ACT (nswact.uca.org.au/media/1392/synod-privacy-policy-v2.pdf) and that of the National Assembly of the Uniting Church (assembly.uca.org.au/images/PDF/Assembly_Privacy_Policy.pdf).

1. What is your personal information?

When used in this privacy policy, the term “personal information” has the meaning given to it in the Act. In general terms, it is any information that can be used to personally identify you. This may include your name, address, telephone number, email address and profession or occupation. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

2. What personal information do we collect and hold?

We may collect the following types of personal information:

- name;
- mailing or street address;
- email address;
- telephone number;
- age or birth date;
- profession, occupation or job title;
- details of the services that we have provided to you or which you have enquired about, together with any additional information necessary to deliver those services and to respond to your enquiries;
- any additional information relating to you that you provide to us directly through our website or indirectly through use of our website, through our representatives or otherwise;
- information you provide to us through our activities and services or visits by our representatives from time to time.

3. How do we collect your personal information?

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect in ways including:

- through your access and use of our website;
- during conversations and via correspondence between you and our representatives;
- when you complete an application for some service we provide;
- when you register for conferences or other events and when you participate in Church activities;
- when you complete our forms for the provision of services or to volunteer your services and assistance to the Mission or its various organisations; or

- when you make a donation to the Mission or some cause supported by the Mission.

The information we collect may include some sensitive information (as defined in the Act), such as health information or information about your beliefs or information that is relevant to the services or assistance you have requested from the Mission.

4. Anonymity

We will generally provide individuals with the option of not identifying themselves when contacting us or participating in activities or obtaining services or assistance from us unless we are authorised by law not to do so or it is impracticable for us to deal with individuals who have not identified themselves or have used a pseudonym (in such circumstances we will only obtain as much personal information as is necessary to provide you with the service or assistance you require).

If we do not have your personal information then we may be limited in our ability to provide you with the services or assistance or advise you of information relating to the activities we carry out.

5. What happens if we can't collect your personal information?

If you do not provide us with the personal information described above, some or all of the following may happen:

- we may not be able to provide the requested activities or services to you, either to the same standard or at all;
- we may not be able to provide you with information about activities and services that you may want;
- we may not be able to contact you in relation to the various activities we undertake and services we provide.

6. For what purposes do we collect, hold, use and disclose your personal information?

We collect personal information about you so that we can perform our activities and functions and to provide best possible quality of service.

We collect, hold, use and disclose your personal information for the following purposes:

- to provide services to you and to send communications requested by you;
- to arrange the various activities of the Mission;
- to answer enquiries and provide information or advice about existing and new services;
- for the administrative, planning, service development, quality control and research purposes of the Mission, its various entities or service providers;
- to update our records and keep your contact details up to date;
- to establish and maintain your involvement with the Mission;
- to answer your enquiries;
- to register you for events, conferences and other activities;
- 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, we will provide you with the opportunity to decline any further promotional communications;
- to third parties where we have retained those third parties to assist us to operate the Mission and provide the services you have requested, such as religious education instructors, catering and event coordinators, transport providers and our professional advisers such as consultants, lawyers and accountants. In some circumstances we may need to disclose sensitive information about you to third parties as part of the services you have requested;
- to process and respond to any complaint made by you; and

- to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority.

Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.

7. To whom may we disclose your information?

We may disclose your personal information to:

- our employees, the various organisations and entities within the Mission and professional advisors such as accountants, solicitors, advisors and consultants; and
- any organisation for any authorised purpose with your express consent; and

We may combine or share any information that we collect from you with information collected by any of the various organisations and entities within the Mission.

8. Use of Commonwealth Government identifiers

We will not use Commonwealth or State government identifiers, such as Medicare numbers or your driver's licence numbers, as its own identifier of individuals. We will only use or disclose such identifiers in the circumstances permitted by the Act.

9. How can you access and correct your personal information?

You may request access to any personal information we hold about you at any time by contacting us (see the details below). Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by mailing or emailing it to you). We may charge you a fee to cover our administrative and other reasonable costs (e.g. photocopying, postage, etc.) in providing the information to you and, where the provision of access to you involves extensive work by our representatives, we may charge a reasonable fee for providing access.

We will not charge for simply making the request and will not charge for making any corrections to your personal information. Depending on the nature of the request, we may ask you to verify your identity or to put your request in writing.

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it by contacting us via the contact details below. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment then we will add a note to the personal information stating that you disagree with it.

10. What is the process for complaining about a breach of privacy?

If you believe that your privacy has been breached or you are not happy with the way your personal information has been handled by us, please contact our Privacy Officer using the contact information below and provide details of the incident (preferably in writing) so that we can investigate it.

We will attempt to confirm as appropriate with you your understanding of the conduct relevant to the complaint and what you expect as an outcome. We will inform you whether we will conduct an investigation, the name, title, and contact details of the investigating officer and the estimated completion date for the investigation process.

After we have completed our enquiries, we will contact you, usually in writing, to advise the outcome and invite a response to our conclusions about the complaint. If we receive a response from you, we will assess it and advise if we have changed our view. If you are unsatisfied with the outcome, we will

advise you about further options including, if appropriate, review by the Privacy Commissioner within the Office of the Australian Information Commissioner.

11. Security

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed.

As our website is linked to the internet, and as the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

12. Contacting us

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please contact our Privacy Officer using the details set out below.

We will treat your requests or complaints confidentially. A representative of the Mission will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in a timely and appropriate manner.

Please contact our Privacy Officer at:

Wollongong Uniting Church Mission
116 Crown Street
Wollongong NSW

PO Box 244
Wollongong NSW 2520

Telephone (02) 4229 2117
e-mail: wgonguca@bigpond.net.au

13. Changes to our privacy policy

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on our website.

This privacy policy was last updated on 4th October, 2016.