

CCC-God in the City Inc

Privacy Policy

CCC-God in the City Inc is a not-for-profit organisation that is dedicated to lifting up the name of Christ and shining His light in the heart of the city of Sydney and beyond. We share the message of the Gospel through our different church activities and collect information about people to allow us to communicate with them and to inform them of the work we do.

When dealing with your personal information, we are committed to protecting your privacy in accordance with our obligations under the Privacy Act 1988 (Cth), the Australian Privacy Principles, as well other relevant State legislation.

In this policy, “we”, “us” or “our” means CCC-God in the City Inc ABN 48 565 130 868.

WHAT INFORMATION DO WE COLLECT AND HOLD?

We collect and record personal information from you when you deal with us in some way. We treat this information with the strictest of confidence and only relevant information is collected where necessary. Information may be collected from:

- Official church forms;
- Direct personal contact, telephone, email, letters, social media messages or other forms of communication;
- Website enquiries;
- Conference or events enquiries and registration forms;
- Online donations and giving;
- Voice or image recordings, including the recording of church services or events;

The information collected includes (but is not limited to):

- Personal and contact details, such as name, age, gender, address, email address and telephone numbers;
- Medical history;
- Information necessary for working with children and child protection requirements;
- Records of financial giving/donations; and/or
- Credit card and bank details.

We may use technology called cookies when you visit our website. Cookies are small pieces of information stored on your hard drive or in memory. They can record information about your visit to our site, allowing it to remember you the next time you visit and provide a more meaningful experience. A cookie cannot read your hard drive, obtain any information from your browser or command your computer to perform any action. We use cookies to track site usage and page click rates.

Sensitive information

The Privacy Act protects your sensitive information — such as information about your health, disabilities and financial background. If we need this type of information, we'll ask for your permission— except where otherwise allowed by law.

Anonymity

We respect your right to remain anonymous in your dealings with the church or staff members. We will accommodate a request for anonymity if it is practicable and legal to do so.

HOW DO WE USE YOUR INFORMATION?

Some examples of the need to use personal information during general church activities would be:

- For the specific reason you provided the information (for example, to enable us to process your enquiry, donation, email subscription, event registration etc.);
- New Member registration or Church Member updates;
- Providing Connect Group information;
- Youth or Kids Church rosters;
- *Vision Builders* updates and record keeping; and
- Pastoral department records and updating contact details as required.

We do not routinely disclose personal information to other individuals or organisations. The circumstances when we might disclose this information include:

- When required by law
- It is necessary for the purpose for which the information was collected
- When it is necessary to protect the personal safety or welfare of another person
- If we reasonably believe that such disclosure is necessary to lessen or prevent a serious and imminent threat to your life or health or to that of any other person.

KEEPING YOUR INFORMATION SAFE

We will take all reasonable precautions to protect data from loss, misuse, interference, unauthorised access or disclosure, alteration or destruction.

Access to personal information is restricted to our staff or volunteers where there is a demonstrated need for this access in accordance with that person's duties or responsibilities. All IT systems are password protected and confidential paper-based records are stored securely in lockable cabinets.

We will take reasonable steps to destroy or permanently de-identify any personal information after it can no longer be used.

ACCESSING, UPDATING AND CORRECTING YOUR INFORMATION

You can request access to the personal information we hold about you and ask for corrections to be made. To do so, please contact us. There are some circumstances in which we are not required to give you access or correct your personal information. If this happens, you will be notified in writing of the reasons for the decision.

LET US KNOW IF YOU ARE RECEIVING UNWANTED CONTACT

If you no longer want to receive information from us and want to be removed from our mailing list, please let us know by phone or email.

RESOLVING YOUR PRIVACY QUESTIONS AND COMPLAINTS

If you have any questions or concerns about how we have collected or managed your personal information we request you contact us by:

Calling (02) 9356 0119

Emailing us at safety@c3churchcity.com.au

Writing to us at PO Box 1056 Potts Point NSW 1335

All queries or complaints will be dealt with in the strictest of confidence and with the utmost urgency. After we receive all the information we need from you, allow us approximately 28 days to address your complaint.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner at:

GPO Box 5218, Sydney NSW 2001

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Website - www.oaic.gov.au