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PRIVACY POLICY

Policy Statement

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Issued By: Derrin Kerr

Approval

This policy has been approved by the Senior Pastor and Leadership of Oasis. References to the policy may be included in information we provide to visitors, church members, church employees, and those whom we serve in the local community.

Enquiries

If you have any enquiries about the content or operation of this policy, please contact the church Administration Manager (reception@onlc.org.au).

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1. INTRODUCTION

Oasis New Life Centre is committed to maintaining an environment and processes that protect the privacy of individuals. As a church we are required to fulfil our obligations under the Privacy Act 1988 (Cth) and comply the Australian Privacy Principles, as well as other relevant state legislation. For further information about the Privacy Act (1988), refer to the website of the National Privacy Commissioner at www.oaic.gov.au This policy has been created to assist the understanding of how we collect, use and safeguard the personal information that is provided to us.

2. COLLECTION OF PERSONAL INFORMATION

Oasis New Life Centre is a not-for-profit organisation dedicated to communicating the Christian Gospel message in Australia and throughout the world. We collect information about people for the purpose of communicating with them concerning church ministries and activities. In most cases, these relate to the spiritual, pastoral, social, educational and the administrative functions of the church. We do not use the information in any way other than in the implementation of our objectives and purposes. Any individual attending Oasis New Life Centre that does not want to provide personal information is free to do so.

2.1 Types of Information Collected

The types of personal information we may collect include:

- contact details (name, address, telephone numbers, email, etc);
- educational qualifications;
- complaint details;
- donation history;
- professional and practice information;
- religious information; and
- credit card and/or bank account details.

2.2 How Information is Collected

We collect information in the following ways:

- face to face contact;
- electronically through our website;
- via social media messages or conversation;
- during phone calls;
- voice or image recordings;
- through forms and other written and electronic correspondence, such as event forms, church census forms, pastoral care slips, visitors information sheets and decision cards.

2.3 Children

We do not collect or use the personal information of any individual under the age of 18.

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eighteen years of age without parental consent. We do not distribute personally identifiable information about children without parental consent. We do not give children the ability to post or distribute personal information without prior consent.

3. USE OF PERSONAL INFORMATION

3.1 Disclosure

We only collect personal information for the reason it was collected, as detailed in section 2.1, or as otherwise permitted by law. We will not disclose collected personal information to any person, affiliate or organisation without the consent of the individual.

3.2 Accessing Information

With the production of suitable identification, individuals are able to request access to the information that the church holds about them simply by asking. In most cases this will be granted, *except* when:

- it is unlawful to provide the information;
- the request poses a serious threat to the life or health of any individual; or
- disclosure will have an unreasonable impact on the privacy of another individual.

3.3 Use of Internet Protocol Addresses

When people visit our webpages we may collect information provided by their browser. This may include:

- internet protocol (IP) address;
- operating system, web browser and platform;
- date, time and length of their visit;
- resources accessed; and
- documents downloaded.

This information may be used to diagnose server problems, to administer our web site, and / or to gather broad demographic information. It will not be used for any other purposes.

3.4 Trans-Border Data Flows

Oasis New Life Centre regularly communicates with missionaries overseas. Some of these are in countries where the practise of Christianity is illegal. Oasis New Life Centre has a responsibility to protect these individuals and will ensure that personal information transferred to a recipient in a foreign country has adequate protection for the circumstance. Personal information will not be sent without consent, and only in the manner that the individual prescribes.

4. SECURING OF PERSONAL INFORMATION

4.1 Data Security

We take reasonable steps to ensure the security of personal and sensitive information we hold and to protect it against loss, misuse or unauthorised access, destruction, use, modification or disclosure. Only authorised personnel are permitted to access information of this nature. We destroy personal information once there is no longer a legal or practical need for us to retain it. The measures we take to protect personal information include:

- ensuring that our church database is password protected;
- printed personal information will be kept out of public sight;
- phone messages will be emailed to staff; and
- when sending emails to multiple recipients, addresses will be placed in the BCC (blind carbon copy) field.

4.2 Links to other websites

Our websites may contain links to third party websites, and third party websites may also contain links to our website. Our privacy policy applies to our website only.

5. COMPLAINTS ABOUT POLICY BREACH

Individuals that are concerned about how we collect or manage personal information can are able to follow the following procedure.

- Contact us via email at privacy.officer@onlc.org.au
- In order to adequately address the complaint, we may request additional information from the individual.
- After we receive the sufficient information, individuals should allow approximately 28 days for the complaint to be addressed.
- If an individual is not satisfied with how the complaint has been handled they can contact the Office of the Australian Information Commissioner (OAIC) at <http://www.oaic.gov.au/>