

GRP – Privacy Policy

Title	GRP – Privacy Policy
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Rationale

All actions undertaken in the name of the Uniting Church in Australia need to reflect the strong ethical and caring values of the UCA. Privacy is a fragile and personal attribute which needs to be respected and safeguarded.

Objective

This policy is to describe the essential precautions required to ensure and respect the privacy of the personal information of stakeholders in the UCA and specifically the Georges River Presbytery (GRP). See Synod Privacy Policy¹ on the Synod website.

Assumptions

This policy is a Georges River Presbytery policy and applies to all those who act as agents of the Georges River Presbytery (GRP) in any capacity.

Personal Details

What is personal information?

The term "personal information" includes 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.

Personal details of Congregants including Presbytery members are kept private unless given express permission by the owner. Care is taken, when distributing information, to exclude personal information such as phone numbers and email addresses.

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;
- facsimile 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 websites or indirectly through use of our websites or online presence, through our representatives or otherwise;

¹ <https://www.nswact.uca.org.au/media/45bd5qed/privacy-policy.pdf>



- information you provide to us through our activities and services, surveys or visits by our representatives from time to time.

We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys or aggregated information about how users use our website.

We may also collect sensitive information about you (such as health information) where it is reasonably necessary for our functions or activities.

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 our operations and the activities we carry out.

Cookies

In some cases we may collect your personal information through the use of cookies. When you access our website, we may send a 'cookie' (which is a small summary text file containing a unique ID number) to your computer. This enables us to recognise your computer and greet you each time you visit our website without bothering you with a request to register. It also enables us to keep track of services and products you view so that, if you consent, we can send you news about those services and products.

We may also use Google Analytics to measure traffic patterns to determine which areas of our website have been visited and to measure transactions patterns in the aggregate. We use this to research our user's habits so that we can improve our online presence, information and services. Our cookies do not collect personal information. If you do not wish to receive cookies, you can set your browser so that your computer does not accept them. Our use of Google Analytics will not involve the collection of personal information.

We may log IP addresses (that is, the electronic addresses of computers connected to the internet) to analyse trends, administer our website, track users movements, and gather broad demographic information and for security reasons. The logging of IP addresses are not used for identifying users.

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 Presbytery;
- to answer enquiries about employment and volunteering;
- to answer enquiries and provide information or advice about existing and new services;
- to provide you with access to protected areas of our website;
- to assess the performance of our website and to improve the operation of our website;
- to conduct service processing functions, which may include providing personal information to our various entities, contractors, service providers or other third parties;
- for the administrative, marketing (including direct marketing), planning, product or service development, quality control and research purposes of the Presbytery, its various entities, contractors or service providers;
- to update your personal information held by our related bodies, contractors or service providers;
- to update our records and keep your contact details up to date;
- to establish and maintain your involvement with the Presbytery and the Church;
- to answer your enquiries;
- to register you for events, conferences and activities;
- for direct promotion of services and 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 undertake our church activities and provide the services you have requested, such as religious education instructors, catering and event coordinators, promotions companies, transport providers, health care providers, website hosts and IT consultants, 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 different parts of the Church to enable the development and promotion of other activities and services and to improve our general ability to assist Church attendees and the wider community;
- to process and respond to any complaint made by you;



- to track clients' use of any services we offer; 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 of any country (or political sub-division of a country).

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

To whom may we disclose your information?

We may disclose your personal information to:

- our Ministers in Placement, Supply Ministers, employees, the various church councils, committees, sub-committees and task groups, contractors or service providers for the purposes of operation of our website or our operations, fulfilling requests by you, and to otherwise provide services to you including, without limitation, web hosting providers, IT systems administrators, mailing houses, couriers, payment processors, data entry service providers, electronic network administrators, debt collectors, and professional advisors such as accountants, solicitors, advisors and consultants;
- suppliers and other third parties with whom we have commercial relationships, for operations, marketing, and related purposes;
- any organisation for any authorised purpose with your express consent; and
- theological students studying the Uniting Church in Australia or Christian studies.

We may combine or share any information that we collect from you with information collected by any of our various entities (within Australia).

Email Procedures used

Group Emails

- When sending emails to the main Presbytery Committees and task groups, the TO field is used for individual email addresses. The main committees are:
 - Standing Committee
 - Pastoral Relations Committee
 - Property Committee
 - Mission and Strategy Reference Group
- For all other groups, the email addresses are entered in the BCC field. The body of the email should indicate which group(s) the email is being sent to eg *Congregation Treasurers*.



Forwarding Emails

When an email is requested to be directly sent on to members in our Presbytery (eg Synod Pastoral Notes to be distributed to our Presbytery members), the FORWARD response option is used, so that the recipients can see the origin of the message.

Whenever the Forwarding option is used, a check is made to see if there are any previous emails in the thread and if not intended for distribution, these are deleted.

Sending Messages on behalf of another

When an email is requested to be sent on behalf of a member of Presbytery (eg sending out the minutes of a meeting), the FORWARD option is not used. In this case a new message is composed. Where the request came with a suggested message, then that message will be used without quotation marks.

Phone Numbers

Personal phone numbers will not be made known on request, unless given permission by the owner. If a phone number is requested, the person concerned will be contacted and asked for their permission or alternatively asked to initiate the contact with one making the request.

Photography, Videography and Sound Recording

No photographs, videos or sound recordings must be taken without the permission of anyone identifiable including young people or children. All young people or children who are photographed must be dressed appropriately, not in swimsuits or pyjamas. Photos of young people or children should focus on groups rather than individuals.

Images taken with permission of adults, young people or children must not be altered or photo-shopped.

No photographs, images or videographic material which identifies individuals will be published or shared without written or recorded permission from those identifiable individuals, and their carers in the case of minors, being sought and received.

Generally, videos should only be used to promote ministry-related events and activities.

When videos are distributed or streamed on broadcast media platforms, signs and/or notifications should be posted that indicate the service or event is being or will be broadcast.

Data Protection

Every effort is made to secure data and ensure limited access to any data which may be sensitive or contain personal information.



The Synod's Electronic Documents and Records Management System (EDRMS) is designed to safeguard documents from unauthorised access and unplanned destruction. Only those people with Synod email accounts AND who have a legitimate reason have access to the EDRMS. Legitimate access is only granted to those holding relevant Roles or Offices.

As our website is linked to the internet, and 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.

Our website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices.

Social Media Platforms

You may wish to participate in the various blogs, forums, wikis and other social media platforms hosted by the Presbytery or on which the Presbytery participates. One of the aims of these social media platforms is to facilitate and allow you to share content. However, the Presbytery cannot be held responsible if you share personal information on these platforms that is subsequently used, misused or otherwise appropriated by another user.

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 use the contact link on our website or contact our Privacy Officer using the details set out below.

We will treat your requests or complaints confidentially. Our representative 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 timely and appropriate manner.

Please contact our Privacy Officer via the GRP Office:

Admin.grp@nswact.uca.org.au

02 9579 4682

