



Privacy Policy

Encounter (Sunbury) Inc. (affiliated with the Churches of Christ Vic Tas)

Draft Version 20240905

Date Issued	Date Reviewed	Reason for Review	Lead Reviewer
2022-02-05	2022-03-02	Yearly review	Admin Team
2024-07-25	2024-09-05	New Constitution	Fiona Miller & Rob Newton
2024-10-18	2024-11-29	Encounter Board review	Encounter Board



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Introduction

Encounter (Sunbury) Inc. (A.B.N. 89880626026) is committed to protecting the privacy of any person (members, attendees, friends and contacts) or business in line with Commonwealth legislation contained in The Privacy Act 1988 and set out in the Australian Privacy Principles that relate to the gathering, retention, use and distribution of personal data information.

The government body responsible for legal guidance on privacy is the Office of the Australian Information Commissioner (OAIC). The Privacy Act 1988 (Privacy Act) is the cornerstone of the privacy protection framework for:

- The Australian Privacy Principles (or APPs);
- Privacy fact sheet 17, Australian Privacy Principles, January 2014; and
- Privacy fact sheet 24, How changes to privacy law affect you, May 2014



Purpose

The purpose of this policy is:

1. To maintain the privacy of personal data information gathering, retention and distribution, and to provide a clear statement for staff and volunteers for its use.
2. To ensure that all parties are aware of their responsibilities for identifying possible risk for misuse of personal data information, establish controls and procedures for handling personal data information and/or detecting any policy breach when it occurs, and act promptly if any misuse is reported.
3. To provide guidance to staff and volunteers as to action that should be taken where they suspect policy breaches within or outside of the organization.



Policy

Definitions

Attendees	All people who regularly attend Encounter.
Contacts	Anyone visiting, making enquiries about, or doing business with Encounter.
Distribution (of Personal Data Information)	Distribution of personal data information from the database program within Encounter (Sunbury) Inc.
Encounter (Sunbury) Inc. / Encounter	The trading name of Encounter. Affiliated with Churches of Christ in Victoria and Tasmania. The board, elders, members, attendees and congregation that attend Encounter.
Friends	Past, irregular and/or non-active members and attendees that no longer attend Encounter but wish to keep in touch.
Gathering / Collection (of Personal Data Information)	Obtaining personal data information from members, attendees, friends, contacts, business associates, etc.
Members	Formal members of Encounter.
Personal Data Information	Personal data only includes information relating to natural persons who: <ul style="list-style-type: none">• can be identified or who are identifiable, directly from the information in question; or• who can be indirectly identified from that information in combination with other information.
Privacy (Data Privacy) (Data Protection)	Data privacy, sometimes also referred to as information privacy, is an area of data protection that concerns the proper handling of sensitive data including, notably, personal data but also other confidential data, such as certain financial data and intellectual property data, to meet regulatory requirements as well as protecting the confidentiality and immutability of the data.
Red Book	Churches of Christ in Victoria and Tasmania Red Book.



Retention (of Personal Data Information)	Storing personal data information in the Encounter (Sunbury) Inc database program, or electronic devices/phones.
Staff	Paid employees working for and on behalf of Encounter (Sunbury) Inc.
Volunteers	Non-paid persons working for and on behalf of Encounter (Sunbury) Inc.



Procedures

The following is an outline of how, using the Australian Privacy Principles, Encounter goes about gathering, use, retention and distribution of personal data information.

(A) THE KINDS OF PERSONAL INFORMATION THAT ENCOUNTER COLLECT AND HOLD;

The information we collect about you will vary depending on the nature of involvement and the activities that you choose to be involved in. We endeavour to only ask you for information that is reasonably necessary for the activities you are seeking to be involved in. You are not required to provide the personal and/or sensitive information that we request, but if you chose not to provide it, it may hinder or prevent your involvement or inclusion in some activities and communications and the degree of pastoral support and care that we can provide you with.

PERSONAL DATA INFORMATION

The types of personal data information we collect from you may include, but is not limited to, the following:

- your full name, gender and contact details (address, telephone numbers, email, etc)
- personal credit card and/or bank account details
- Working With Children Check number & expiry date
- National Police Record number and date
- complaint details
- professional and practice information including qualifications and work history
- health/medical information
- religious information (including attendance, denominational details)
- identity of persons who have authority to collect your children from church activities
- records of visits to you, phone calls with you, and discussions around pastoral matters
- records of any communications that you have with us
- any idiosyncratic or personal information we obtain from you or others about you

SENSITIVE INFORMATION

Some personal information is considered “sensitive information”. At times we collect sensitive information about you, including:

- Health information;
- Religious information (attendance, spiritual milestones, etc.);
- Professional and practice information;
- Criminal record;
- Working With Children Check Status; and
- Training certifications

The purpose for which we collect personal information will be made clear at the time of collection.

IMAGES

The Church or our agents may record or photograph various activities of the Church such as special services, camps and other events. Images of the people attending or participating in our activities may be used and shown on our website and for other promotional purposes. By attending our services (or other activities) you agree to the Church using your image and personal information in these recordings (subject to Australian Privacy Principle 4—dealing with unsolicited personal information).



Where the events or activities are specifically for children under the age of 18, written consent from a parent or guardian will be requested prior to use.

(B) HOW ENCOUNTER COLLECTS AND HOLDS PERSONAL INFORMATION;

COLLECTION

We collect personal information about members, attendees, supporters, donors, volunteers, employees, contractors and visitors to our events in the following ways:

- face to face contact
- electronically including through our website
- via social media messages or conversation
- during phone calls
- voice or image recordings
- whilst delivering and administering services
- from forms and other correspondence (both in writing and electronically)

SECURITY

The Church will take reasonable steps to keep secure any personal information which we hold and to keep this information accurate and up-to-date.

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.

Our computers, laptops and phones are password protected and comply with standard security measures. Only authorised personnel are permitted to access these details.

The Internet is not a secure method of transmitting information. Accordingly, Encounter cannot accept responsibility for the security of information you send to or receive from us over the Internet or for any unauthorised access or use of that information.

We will advise you of the purposes of collecting the information at the point that it is collected, and of any third parties to whom the information is usually disclosed.

CORRECTIONS AND UPDATES

We desire that each person's personal information we hold and collect is relevant, accurate, complete and up-to-date. We encourage all members and attendees to assist us in this by updating their details when appropriate.

We aim to verify the new, correction and updates within 30 days of collection.

(C) THE PURPOSES FOR WHICH ENCOUNTER COLLECTS, HOLDS, USES AND DISCLOSES PERSONAL INFORMATION;

Encounter is a non-profit organization, affiliated with Churches of Christ in Victoria and Tasmania. For people to participate in certain programs or activities, we need to collect some information from those who want to be involved with our church, enabling us to communicate with them and provide the requested services.

Encounter will only use your personal and sensitive information for the reason we collect it as outlined above and for the purpose(s) for which it was collected and for any other purposes that you consent to, or as otherwise reasonably expected or permitted by law.

Generally we will only use and disclose your personal information as follows:



- (a) to establish and maintain your involvement with Encounter, including providing you with emails and newsletters;
- (b) to answer your inquiry;
- (c) to register you for events, conferences or workshops;
- (d) for direct promotion of services and events 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, you are welcome to notify us to decline any further promotional communications;
- (e) depersonalised aggregated data may be provided to third parties providing services to Encounter, or for administrative and duty of care purposes; and to Churches of Christ Victoria Tasmania to analyse trends and statistical reports for use in developing programs and management of the churches of Victoria as a whole.
- (f) on a confidential basis to Encounter staff, elders and leaders for the purposes of church business or where the law requires Encounter to do so; and
- (g) on occasions, personal information will be published in the church roll, church directory, weekly bulletins, newsletters, rosters, magazines, minutes of meetings, training programs and prayer requests.

Members and contacts not wishing personal information to be released need to contact Encounter in writing. Non-release of information includes any mention of names in the weekly church email, membership lists, church directory, etc. By not contacting Encounter in writing, it is agreed that the information as outlined may be released as appropriate. There are no provisions for exceptions; either the policy is accepted in full or not.

(D) HOW AN INDIVIDUAL MAY ACCESS PERSONAL INFORMATION ABOUT THE INDIVIDUAL THAT IS HELD BY ENCOUNTER AND SEEK THE CORRECTION OF SUCH INFORMATION;

You can gain free access to your personal data and sensitive information by requesting it from us (see "Contact Encounter" below). In some circumstances, we may need to deny your access request, for example where:

- Granting you access would have an unreasonable impact on someone else's privacy;
- Any other reason as consistent with the Privacy Act.

In such a situation, we will provide you with an explanation for why access is denied. If deemed necessary the explanation will be provided in writing.

(E) HOW AN INDIVIDUAL MAY COMPLAIN ABOUT A BREACH OF THE AUSTRALIAN PRIVACY PRINCIPLES, OR A REGISTERED APP CODE (IF ANY) THAT BINDS ENCOUNTER, AND HOW ENCOUNTER WILL DEAL WITH SUCH A COMPLAINT;

If you require more information regarding the Encounter Privacy Policy, access or correction enquiries, or if you have a complaint regarding potential privacy breaches or how your personal information is handled, please contact us (see "Contact Encounter" below).

In order to effectively address a complaint, we may seek further information from you about it before we address it.

If you are not satisfied with how we have handled your complaint you can also contact the Office of the Australian Information Commissioner (OAIC) on www.oaic.gov.au. The OAIC is a government body



independent of us and has the power to investigate complaints about possible interference with your privacy.

(F) WHETHER ENCOUNTER IS LIKELY TO DISCLOSE PERSONAL INFORMATION TO OVERSEAS RECIPIENTS;

Any disclosure of your personal information overseas does not change our commitment to safeguarding your privacy. We do not currently, or have any future intention to disclose any personal data information to any overseas party.

(G) IF ENCOUNTER IS LIKELY TO DISCLOSE PERSONAL INFORMATION TO OVERSEAS RECIPIENTS— THE COUNTRIES IN WHICH SUCH RECIPIENTS ARE LIKELY TO BE LOCATED IF IT IS PRACTICABLE TO SPECIFY THOSE COUNTRIES IN THE POLICY.

None at present.

Contact Encounter

Mail: ATTENTION Privacy Policy
Encounter Administration
PO Box 783
Sunbury Vic 3429

Phone: 0428 036 219

Email: admin@encounter.net.au

Review

This privacy policy was completed on and accepted by the board and implemented on Monday 7th March 2022.

This privacy policy is due to be reviewed annually as per Red Book (Churches of Christ in Victoria and Tasmania).



Appendix I

Privacy Act 1988 (Privacy Act)

The Privacy Act 1988 is a substantial document please use the following link to access this information.

<https://www.legislation.gov.au/Details/C2021C00139>



Appendix II

The Australian Privacy Principles (or APPs)

This information is prepared by the Australian Government: Office of the Australian Information Commissioner and can be accessed by the following links.

Australian Privacy Principles

<https://www.oaic.gov.au/privacy/australian-privacy-principles/read-the-australian-privacy-principles>

Australian Privacy Principles quick reference

<https://www.oaic.gov.au/privacy/australian-privacy-principles/australian-privacy-principles-quick-reference>

Australian Privacy Principles guidelines

<https://www.oaic.gov.au/privacy/australian-privacy-principles-guidelines>

Office of the Australian Information Commissioner

GPO Box 5218 Sydney NSW 2001

Telephone: 1300 363 992

Email: enquiries@oaic.gov.au

Web: www.oaic.gov.au



Appendix III

Privacy fact sheet 17, Australian Privacy Principles, January 2014

This information is prepared by the Australian Government: Office of the Australian Information Commissioner and can be accessed by the following links.

<https://www.awex.com.au/media/1217/35-australian-privacy-principles-fact-sheet.pdf>



Appendix IV

FORM ENCOUNTER New - Update My Details 20220303

NEW
UPDATE

TITLE	FAMILY SURNAME	
GIVEN NAME	PREFERRED NAME	
HOME PHONE NUMBER	MOBILE PHONE NUMBER	
EMAIL ADDRESS		
ADDRESS		
ADDRESS		
SUBURB	STATE	POSTCODE

My preferred method of contact is: Email Text Phone

Please subscribe me to ENCOUNTER Church News.

I am over the age of 18.

I am parent/guardian for the aforementioned.

2	FAMILY / OTHER SURNAME	GIVEN NAME	RELATIONSHIP
3	FAMILY / OTHER SURNAME	GIVEN NAME	RELATIONSHIP
4	FAMILY / OTHER SURNAME	GIVEN NAME	RELATIONSHIP
5	FAMILY / OTHER SURNAME	GIVEN NAME	RELATIONSHIP
6	FAMILY / OTHER SURNAME	GIVEN NAME	RELATIONSHIP
7	FAMILY / OTHER SURNAME	GIVEN NAME	RELATIONSHIP
8	FAMILY / OTHER SURNAME	GIVEN NAME	RELATIONSHIP

Encounter (Sunbury) Inc. collect and store personal information for the purpose of our normal business practices as a church organisation, in line with our *Encounter Privacy Policy*. Encounter policies are available upon request.

I understand and agree that this information will be used in line with the Encounter Privacy Policy.

NAME of PARENT/GUARDIAN (for persons under 18 years)	SIGNATURE	DATE

FORM ENCOUNTER New_Update My Details 20220303.docx

SHARED > ENCOUNTER OneDrive > Encounter Admin > Policies > FORM ENCOUNTER New_Update My Details 20220303.docx