



Privacy Policy

Policy Number: 05-01

Approved by council on: May 2019

Crossroads Christian Church is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the National Privacy Principles (NPPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of all Information we collect include: names, addresses, email addresses and phone numbers.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone, by email, via our website www.crossroads.asn.au, from contact slips and potentially from third parties. We don't guarantee website links or policies of authorised third parties.

We collect your Personal Information for the primary purpose of providing religious services to you, keeping you informed of matters related to our religious services. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

Because of the nature of Crossroads religious and other services, it often needs to collect information on children. When we collect Personal Information on Children we will only do so from a parent or guardian. Where this is not feasible in the initial collection, Crossroads will make every reasonable effort to have this information authorised by a parent or guardian and if this cannot be achieved it will delete information within 30 days of its initial receipt, subject to any other legal requirement.

You may unsubscribe from our mailing lists at any time by contacting us in writing.

Primary purposes for collection of personal information include, but are not limited to:

to provide religious and associated services, including the conduct of services, growth groups, children's and youth activities, social and other events.

- to provide technology services and solutions.
- to respond to requests or queries.
- to maintain contact with members of the church, people that have completed contact card and other contacts (including alumni).
- to keep members of the church and other contacts informed of our services and developments.
- to notify of seminars and other events.
- to verify your identity.
- for administrative purposes, including processing payment transactions.
- for recruitment purposes.
- for purposes relating to the employment of our personnel, providing internal services or benefits to our partners and staff and for matters relating to the church.
- when engaging service providers, contractors or suppliers relating to the operation of our business.
- to conduct surveys.
- for seeking your feedback.
- to meet any regulatory obligations.
- to perform internal statistical analysis, including of our databases and website
- for any other business related purposes.

In some cases, Crossroads may require personal information about a child or parent and/or guardian in order for a child to participate in an event. In some cases, if this information is not obtained, the child may not be able to participate in a Crossroads program for which the information was requested.

Your personal information may be accessed by Pastoral staff, administrative staff, or authorised volunteers that support Crossroads, (e.g. Growth Group leaders, Pastoral Care team members) in pursuit of our purposes.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Holding personal information

Crossroads holds personal information in hard copy and/or electronic formats. We take security measures to protect the personal information we hold including physical (for example, storage of files in lockable cabinets maintaining a secure work environment) and technology (for example, restriction of access, firewalls, the use of

encryption and passwords) security measures. We also have document retention policies and processes. In some cases, Crossroads engages third parties to host electronic data (including data in relation to the services we provide) on our behalf to support the achievement of our primary purpose. Where information is stored overseas, Crossroads will take reasonable steps to ensure your data is maintained in accordance with Australian National Privacy Principles.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

We may also store, process or back-up your personal information on servers that are located overseas (including through third party service providers).

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. Additionally, we may be required to hold your personal information to comply with legislation.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Crossroads Christian Church will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website (www.crossroads.org.au).

Privacy Policy Complaints and Enquiries

If you have any queries about our Privacy Policy please contact us at:

Crossroads Christian church

PO Box 5236

Lyneham ACT 2602

Email: office@crossroads.asn.au

PH: 02 6247 4409

Complaints

Any complaint must be provided in writing to the Church Office. We will then discuss with your complaint with you, write up any recommendations and then refer the matter to the Council. The Council will then notify you of its findings. If the matter cannot be resolved to the satisfaction of the individual they may contact the Australian Information Commissioner.