



## C3 CHURCH MONASH PRIVACY POLICY

**Adopted by the Executive Committee on:** 17<sup>th</sup> March 2022

**Classification:** Public

**Version:** 2

**Completed by:** Ben Aiken

**Responsible Person:** Business Manager & Pastoral Administrator **Policy #:** GC02

**Last Reviewed and Updated:**

### SCOPE

As an organisation, C3 Church Monash (C3 Monash) must follow the Australian Privacy Principles as outlined in the Privacy Amendment Act 2012. These principles are created to protect the confidentiality of information and the privacy of individuals by regulating the way personal information is managed. C3 Monash treats your privacy with the utmost importance, and we want to make your experience online and elsewhere safe & secure.

### PRIVACY POLICY

This policy sets out how we collect and treat your personal information. Personal information is information we hold which is identifiable as being about you.

#### 1 Collection of personal information

- a. C3 Monash will, from time to time, receive and store personal information you enter onto our website, provide to us directly or give to us in other forms.
- b. You may provide basic information such as your name, phone number, address, and email address to enable us to send information, provide updates and process your request or registration. We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial or credit card information or communicate with our office.
- c. Some of our services and church related activities are recorded and/or photographed. Images of people attending or who are involved in our services and church related activities may be used or shown. These may be used in video productions or printed material for the purpose of promotion and presentation of C3 Monash. If we wish to use your image, permission will be sought via a photographic or video release.
- d. Additionally, we may also collect any other information you provide while interacting with us whether by the office or through attending meetings or within groups.

## **2 How we collect your personal information**

- a. C3 Monash collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when you engage with our services. We may receive information from third parties. If we do, we will protect it as set out in this Privacy Policy.

## **3 Use of your personal information**

- a. C3 Monash may use personal information collected from you to provide you with information, updates, and our services. We may also make you aware of new/upcoming events, courses or services that are available to you. We may use your information to improve our services and better understand your needs.
- b. C3 Monash may contact or interact with you through a variety of channels including but not limited to phone, email SMS, social media, or post.  
*Note:* The provision of personal information in conversation or prayer with others or meetings and activities will normally imply consent to use of the information for the purpose indicated through prayer, conversations, or requests for assistance.

## **4 Disclosure of your personal information**

- a. We may disclose your information to any of our employees, officers, insurers, professional advisors, agents, suppliers, or contractors insofar as reasonably necessary for the purposes set out in this policy. Personal information is only supplied to a third party when it is required for the delivery of our services.
- b. We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.
- c. We may also use your personal information to protect the copyright, trademarks, legal rights, property, or safety of C3 Monash, [www.c3monash.org.au](http://www.c3monash.org.au), its members or third parties.
- d. Information that we collect may from time-to-time be stored, processed in, or transferred between parties located in countries outside of Australia.
- e. By providing us with personal information, you consent to the terms of this privacy policy and the types of disclosure covered by this policy. Where we disclose your personal information to third parties, we will request that the third party follow this policy regarding handling your personal information.
- f. Pastoral carers and group leaders shall consult with you and obtain consent to the use of any sensitive information which may not be expected in initial interactions with you.

## **5 Security of your personal information**

- a. C3 Monash is committed to ensuring that the information you provide to us is secure. We have put in place suitable physical, electronic, and managerial controls to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification, and disclosure.

- b. The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

## **6 Access to your personal information**

- a. You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). If you would like a copy of the information, which we hold about you or believe that any information we hold is inaccurate, out of date, incomplete, irrelevant, or misleading please email us at [office@c3monash.org.au](mailto:office@c3monash.org.au).
- b. We may refuse to provide you with information that we hold about you, in circumstances set out in the Privacy Act.

## **7 Complaints about privacy**

- a. If you have any complaints about our privacy practises, please feel free to send in details of your complaints to PO Box 187 Erindale Centre, ACT, 2903 or email us at [office@c3monash.org.au](mailto:office@c3monash.org.au). We take complaints seriously and will respond shortly after receiving written notice of your complaint.

## **8 Changes to Privacy Policy**

- a. Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.

## **9 Website**

### *a. When you visit our website*

When you come to our website ([www.c3monash.org.au](http://www.c3monash.org.au)) we may collect information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

### *b. Cookies*

We may from time-to-time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your device. Most web browsers automatically accept cookies, but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website. Our website may from time-to-time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google Adwords. These ads may appear on this website or other websites you visit.

c. *Third party sites*

Our site may from time-to-time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that C3 Monash is not responsible for the privacy practises of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal identifiable information.

**10. Opt out Policy**

- a. Should you wish to opt out of any correspondence or to no longer receive any emails, newsletters, phone calls or contact from C3 Monash, by law we must oblige. Please email [office@c3monash.org.au](mailto:office@c3monash.org.au) to advise of your decision or to discuss further.

**C3 Monash Executive Committee**

Andrew Kingston



**Date:** 17 March 2022

Deanna Barilaro



**Date:** 17 March 2022