



GRACE COMMUNION
INTERNATIONAL

Privacy Policy

July 2012

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Under review
Management Approval

01/04/2012
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Grace Communion International Ltd in Australia – Privacy Policy

At Grace Communion International Ltd (GCI) in Australia every member, donor, supporter, and student/client is important to us. Grace Communion International has always been committed to privacy. We have always respected and safeguarded your privacy and information as confidential. GCI will continue to strive for the highest possible standards as we comply with the Privacy Act and the National Privacy Principles. A copy of the National Privacy Principles can be found at www.privacy.gov.au/publications/npps01.html

Communication with **members, donors and supporters or students and volunteers** take quite different forms, therefore the information we collect and how we use it may differ in some circumstances.

The Privacy Act regulates the handling of personal information. This privacy statement outlines how we collect, use, store and disclose personal information about Grace Communion International members, donors, supporters and client/students in our communications.

1. Members, Donors and Supporters

Without our members, donors and supporters, Grace Communion International would not be able to continue its work of “Living and Sharing the Gospel”. We understand that supporting an organisation is a very personal decision and recognise the trust you are placing in us through your dealings with us. We do everything we can to maintain that trust. Our staff are employed on the basis that they will protect information about you. This is our personal standard. Under the law your rights to privacy are also protected. The Privacy Act and general law place strict requirements on us to treat any information you provide to us as confidential.

2. Your Personal Information

Grace Communion International only collects information about you that is necessary for us to properly conduct our services. This information includes:

- Your name, address and contact details;
- Special dates (birthdays and anniversaries);
- Baptism date;
- Working with children check assessment;
- The local congregation or small group you attend;
- Donation history (access limited to National Office staff with appropriate clearance);
- Credit card or bank account details that you have supplied for the purpose of making recurring donations only, the details are protected by encryption in our database;
- Merchandising sales.

This information is collected from a number of sources:

Website inquiry, donation, event entry forms or merchandise sales (Grace Communion International does not collect information over the web via any means other than these forms)

- Telephone inquiries
- Response forms.

In general Grace Communion International only ever records information about you that you have provided to us. The information we collect is used to:

- process donations and merchandise sales
- to establish and maintain your involvement with GCI, including providing you with birthday wishes, newsletters and invitations to special events
- register you for events, conferences or promotions
- issue receipts
- respond to your comments or questions
- provide information requested about various ministries
- seek support for continuing our work
- offer goods or services that may be of interest to you
- assist with internal reporting purposes.

At any time you may choose not to receive any further communications from Grace Communion International or to alter the frequency and type of communications you receive. Please contact our office (07) 5553 6000 or email info@gci.org.au to arrange this or if you would like further information.

3. Video/Photographs

Images of individuals in photographs or film are treated as personal information under the Privacy Act where the person's identity is clear or can reasonably be worked out from that image. GCI upholds that all photographs and video footage of individuals will be used solely for church related purposes.

Both video and still photography are an active part of church life, activities and services. GCI use video and still photography for church related purposes. In accordance with the Privacy Act an individual's consent will be sought if the photograph or video records sensitive information about the individual. Where practically possible GCI will seek the consent of individuals in other cases.

4. Sensitive Information

Certain information which may be collected by GCI will be regarded as Sensitive Information in accordance with Government regulations. The disclosure of Sensitive Information can only be made by GCI with your direct consent. Some examples of Sensitive Information which in special circumstances may be collected include:

- Medical and health information
- Pastoral care matters

Where practical the purpose for which we collect this information will be made clear at the time of collection.

5. Disclosure

At no time will Grace Communion International sell, rent or give away any personal information about our members, donors or supporters for use by third parties.

However, in some cases personal information is supplied to contractors who perform tasks on behalf of Grace Communion International, such as mailing houses who distribute our magazines, letters and newsletters. This is done on a strictly confidential basis to ensure that your privacy is protected. We require every organisation which works with us in this manner to sign a privacy agreement and uphold our obligations under the Privacy Act. This ensures your personal information is kept confidential and will not be used for any other purpose than that which we have previously stated to you.

We will only ever pass on member, donor or supporter personal information if we have their consent or we are required by law to do so.

We will only ever publish donor or supporter personal information in our communications or advertisements with the express permission of that person.

6. Retention

Grace Communion International does not retain information about you that we do not need to properly conduct our services.

We try to ensure that all information that we retain about you is accurate and up-to-date.

7. Security

The security of your information is important to us. We make all reasonable efforts to ensure that your information is stored securely; both in electronic and physical forms and that only those persons within Grace Communion International who require access to the information have access to it.

8. Access

Whilst we keep all personal information secure from others, you may request access to your information at any time. If you would like to know what information we hold about you or there is an error in the information we hold about you, please notify our Office Manager and we will correct or add the information as soon as possible.

We may ask for verification of your identity when you request access to your information.

If you have any questions about privacy issues relating to church members, supporters or volunteers, please contact Grace Communion International's Office Manager.

9. Concerns/Disputes

Respecting your privacy is very important to us and we make every effort to ensure this occurs. However, if you believe we have breached your privacy rights in any way, or you would like to discuss any issues you may have with our privacy policy we urge you to contact our Office Manager.

David Jordison, Office Manager
Grace Communion International
PO Box 402
VARSITY LAKES QLD 4227

Telephone: (07) 5553 6000
Email: david.jordison@gci.org.au

We will respond to any questions that you have and correct any errors we are made aware of.

If we do not answer your concerns to your satisfaction you have the right to make a complaint to the Privacy Commissioner. The Privacy Commissioner's contact details are:

Telephone: 1300 363 992 (for the cost of a local call anywhere in Australia)
TTY: 1800 620 241 (this number is dedicated for the hearing impaired only)
Post: GPO Box 5218, Sydney NSW 1042
Facsimile: +61 2 9284 9666
E-mail: privacy@privacy.gov.au