

Purpose

The purpose of this policy is to address the ongoing obligations to you in respect of how we manage your personal information.

In this policy “we” and “us” refer to CrossLife – a baptist church and “you” refers to any individual about whom we collect personal information.

CrossLife – a baptist church (CL) is a multi-site baptist church on the Gold Coast. CL is a member church of Queensland Baptists, the Baptist Union of Queensland. When you access the website or make contact with a campus, the campus may disclose your information within the organisation, in accordance with this policy.

We follow the Australian Privacy Principles in the *Privacy Act 1988 (Cth)* (*Privacy Act*). Your privacy is of utmost importance to us, and we are committed to protecting your personal information.

What personal information do we collect?

The type of information we collect from you depends on the service or assistance we provide to you, and our goal in collecting your information is to provide you with a great experience.

Generally, we collect the following information from you:

- Full name
- Postal address
- Electronic mail address
- Telephone numbers
- Campus home

Depending on the type of service or assistance we provide you with, we may also collect the following personal/sensitive/health information:

- Gender
- Date of birth
- Bank account details/credit card details
- Blue Card details
- Employment information
- Family members

How we collect your personal information

We collect information about you either directly through yourself in person, over email, on the phone, through emails on our website or through third parties. Information sourced through a third party may be collected both informally and formally.

Purpose of collection

We store personal information that is relevant and practicable to:

- Provide you with excellent and efficient customer service;
- Manage the services provided to you;
- Processing payments online;
- Communicate with you; and

- Comply with our legal and regulatory obligations.

Storing of your personal information

We ensure that reasonable steps are taken to protect your personal information from unauthorised access, modification, or disclosure. Your personal information is stored securely and is password protected.

Where third parties store or manage your personal information, we take all reasonable steps to ensure that the information held, used, and disclosed is consistent with the Australian Privacy Principles. Any information stored by third parties are in accordance with their individual Privacy Policies.

Disclosure of your personal information

We disclose your personal information within CL in accordance with the purposes of collection.

We currently do not share any of the personal information we collect with any third parties. If this was to change, it would be in accordance with the *Privacy Act (1988)*, and an update to this Privacy Policy.

Accessing and correcting your personal information

CL will respond to a request for access, as soon as possible, and in any case a maximum of 30 days. There is no charge for requesting access to your personal information, correcting your personal information, and/or deleting your personal information from our databases.

For any access enquiries, or corrections please contact:

Safe Church Manager

Email: info@crosslife.org.au

Phone: 07 5573 3644

Changes to this Privacy Policy

Changes to this policy may be made in line with any relevant changes to legislation, or when the collection, use, or storage of information changes.

This policy will be reviewed when there are any changes to legislation, or bi-annually.

Complaints

If you have a complaint regarding a potential privacy breach or how your personal information is handled, please contact:

Lead Pastor – Matt Hunt

Email: matt.hunt@crosslife.org.au

Phone: 07 5573 3644

Please see our Complaints Policy for more information as to how we will handle your complaint, including time frames.

If you are not happy with how your complaint has been resolved, you may contact the Australian Information Commissioner (OAIC) on:

GPO Box 5218, Sydney, NSW 2001

Phone: 1300 363 992

TTY: 133 677 then ask for 1300 363 992

Email: enquiries@oaic.gov.au