

## **PRIVACY POLICY**

Riverlife Baptist Church Ltd 53 670 972 068 ("Riverlife") recognises that the right to privacy of all people is very important.

This Privacy Policy sets out the key elements of how we comply with the Australian Privacy Principles, particularly in terms of the treatment of personal information that we collect and/or hold.

Riverlife must comply with the *Privacy Act 1988* (Cth) ("the Act"), and the Australian Privacy Principles, as amended from time to time.

### **ACKNOWLEDGEMENT OF OUR PRIVACY POLICY**

Our obligation under the Privacy Amendment (Enhancing Privacy Protection) Act 2012 is to comply with the Australian Privacy Principle 1.4 which requires us to set out our policies on the management of personal information in a clearly expressed document which is free of charge to anyone who asks for it.

Without limiting the generality of the above statement, a person's use of the Riverlife website constitutes an acknowledgement that they have been made aware of our privacy policy.

We respect your personal information and your right to privacy. This Privacy Policy describes the information that may be collected by us and how we protect your personal information.

Should there be, in any specific case, any inconsistency between this statement and the Act, this statement shall be interpreted, in respect of that case, to give effect to, and comply with the legislation.

### **EXCEPTION IN RELATION TO EMPLOYEE RECORDS**

Under the Privacy Act, the Australian Privacy Principles do not apply to an employee record held by Riverlife. As a result, this Privacy Policy does not apply to Riverlife's treatment of an employee record, where the treatment is directly related to a current or former employment relationship between Riverlife and the employee.

### **MINORS**

All reasonable steps will be taken to ensure that personal information will not be collected from any person who is known by Riverlife to be under 15 without the consent of a parent or legal guardian. Furthermore, where it is not clear that a person under 18 has the capacity to make their own privacy decision, then personal information will not be collected from that person without the consent of their parent or legal guardian.

### **VULNERABLE PEOPLE**

All reasonable steps will be taken to ensure that personal information will not be collected from any known vulnerable people without their express consent and after discussing privacy issues in a way that is understandable and comprehensible to them. Where it is not clear that a known vulnerable person has the capacity to make their own privacy decisions, then personal information will not be collected from that person without the consent of a person who can act on that individual's behalf, such as a legal guardian or attorney. Vulnerable people could include those with a physical or mental incapacity, those with a temporary incapacity and those with a limited understanding of English.

## **THE KIND OF PERSONAL INFORMATION WE COLLECT AND HOLD**

Personal information means information we hold about you from which your identity is either apparent or can be reasonably determined.

We may collect non-personal information from you to help us manage our web site, such as browser type, operating system, and web pages visited.

Many of our church services & conferences are recorded. Testimonials, baptism services and leadership meetings are further examples of recordings that may be made by Riverlife.

Images of people attending and participating in our services &/or conferences, or other recordings, for example as above, may be used or shown in part for promotional purposes, resource material and commercial activities.

By attending such church services and or conference sessions, or being involved in testimonials for example, you agree to Riverlife using your image and personal information in these recordings.

## **HOW WE COLLECT AND HOLD PERSONAL INFORMATION**

We use various internet technologies to manage our website, social media pages and certain online products and services. We do not use these technologies to collect or store personal information unless you have opted in to such a feature.

Our Internet server logs the following information which is provided by your browser for statistical purposes only:

- The type of browser and operating system you are using
- Your Internet Service Provider and top-level domain name
- Dates, times and pages accessed
- The address of any referring web site; and
- Your computer's IP address.

All this information is used by Riverlife for aggregated statistical analyses or systems administration purposes only. No attempt will be made to identify users from their browsing activities, except where required by or under law.

## **LINKS TO OTHER SITES**

Riverlife's website may contain links to other external sites. We are ultimately not responsible for the privacy practises or the content of such external web sites. We encourage you to read and understand the privacy policies on those websites prior to providing any information to them.

## **COOKIES**

A "cookie" is a packet of information that allows the Riverlife server to identify and interact more effectively with your computer.

When you access our website, we send you a temporary or “session cookie” that gives you a unique identification number. A different identification number is sent each time you use our website. Cookies do not identify individual users, although they do identify a user’s Internet browser type and your Internet Service Provider. Shortly after you end your interaction with our website, the cookie expires. This means it no longer exists on your computer and therefore cannot be used for further identification or access to your computer.

Without cookies certain personalised services cannot be provided to users of our website, accordingly you may not be able to take full advantage of all of our website features if cookies have been disabled.

## **SEARCHES**

Search terms that you enter when using our search engine are collected but are not associated with any other information that we collect.

## **THE PURPOSES FOR WHICH WE COLLECT, HOLD, USE AND DISCLOSE PERSONAL INFORMATION**

We use personal information you provide only for purposes consistent with the reason you provided it, or for a directly related purpose. Generally, we will not use your personal information to market to you unless we have either your implied or express consent but in situations where it is impractical to obtain your prior consent, you have an ability to opt out of such future communications.

We do not share your personal information with other organisations unless you give us your express consent, or where sharing is otherwise required or permitted by law, or where this is necessary on a temporary basis to enable our contractors to perform specific functions.

Generally, Riverlife will collect personal information directly from you, and only to the extent necessary to provide a product or service, or to carry out our internal administrative operations.

We may collect personal information from you when:

- You fill in an application form, or register for a conference or event;
- Deal with us over the telephone;
- E-mail us;
- Ask us to contact you after visiting our web site; or
- Have contact with us in person.

You may also be able to transact with us anonymously where this is lawful and practicable. We will collect personal information from you by lawful and fair means and not in an unreasonably intrusive way.

We will use your personal information only for the particular purpose that you provided it, or for a directly related purpose. We may otherwise use your personal information where that other use is:

- Required or permitted by law; or
- With your express or implied consent.

## **PASTORAL CARE AND BROADER RIVERLIFE CONNECTEDNESS**

If you provide your personal information to Riverlife, you consent to being contacted generally for pastoral care and follow up by Riverlife. The personal information you provide to Riverlife may be shared within Riverlife for the development of other products and services of Riverlife, and to improve our general ability to assist church attendees and the wider community.

## **VIDEO / PHOTOGRAPHS**

Images of individuals in photographs or film are treated as personal information where the person's identity is clear or can reasonably be worked out from that image. All photographs and video footage of individuals will be used by Riverlife solely for church related purposes including at times promotion.

Both video and still photography are an active part of the church life, activities and services. Riverlife uses video and still photography for church related purposes or promotions. An individual's consent will be sought if the photograph or video records sensitive information about the individual

If you would like to have a video or still image removed from any material, please contact us using the contact details set out below.

## **DIRECT MARKETING AND YOUR PRIVACY**

From time to time we may use the personal information we collect from you to advise you of, for example, conferences, events, products and/or services, which we believe may be of interest to you. We may then contact you to let you know about these products and services and how they may benefit you. We will generally only do this with your consent, and you are able to opt out of receiving such information in the future.

## **DIRECT MAIL**

Where we use your personal information to send you marketing information via the post we may do so with your implied consent or, if this is impracticable, you are able to opt out of receiving such future communications.

## **ELECTRONIC MARKETING**

Where we use your personal information to send you marketing information by e-mail, SMS, MMS or other electronic means we may do so with your express or implied consent. You may give us your express consent by, for example, ticking a box on an electronic or paper form where we seek your permission to send you electronic or other marketing information. Consent may be implied from our existing business relationship or where you have directly or indirectly provided us with your electronic address.

## **YOUR PRIVACY PREFERENCES AND CHOICES**

You may contact us at any time to opt out of receiving personalised marketing contacts from Riverlife. You may also instruct us at any time to remove any previous consent you provided to receive marketing communications from us.

## **SECURITY**

All reasonable steps will be taken to keep secure any personal information which is held or transmitted. Security measures are taken to protect your information from misuse, interference and loss and from unauthorised access, modification or disclosure.

Where we have given you, or where you have chosen security codes (e.g username, password, memorable word or PIN), which enable you to use any online service, you are responsible for keeping these security details confidential.

Information transferred to Riverlife via our website is secured in transit using https protocol.

Email is not a secure method of transmitting information. Accordingly, Riverlife cannot accept responsibility for the security of information you send to or receive from us via email or for any unauthorised access or use of that information.

Riverlife will notify you if we become aware that your personal information is breached. Riverlife will notify the Australian Information Commission if an Eligible Data Breach, as defined in the Act, occurs, using its Notifiable Data Breach strategy and communication plan.

## **INFORMATION SHARING**

We have a strict duty to maintain the privacy of all personal information we hold about you. However, certain exceptions do apply. For example, where disclosure of your personal information is:

- Authorised or required by law, e.g. disclosure to various government departments and agencies such as the Australian Taxation Office, Centrelink, Child Support Agency or disclosure to courts under subpoena.
- In the public interest, e.g. where a crime, fraud or misdemeanour is committed or suspected, and disclosure against the customer's rights to confidentiality is justified.
- With your consent, which may be implied or express, verbal or written.

## **USE OF THIRD-PARTY SERVICE PROVIDERS**

When we temporarily provide personal information to companies who perform services for us, such as specialist information technology companies, mail houses or other contractors to Riverlife we require those companies to protect your personal information as diligently as we do and to be PCI DSS compliant.

## **DISCLOSURE OF PERSONAL INFORMATION TO OVERSEAS RECIPIENTS**

If Riverlife transfers personal information to countries outside Australia, we will only do so in compliance with all applicable Australian data protection and privacy laws.

The country in which such overseas recipients are likely to be located is the United States of America.

## **UPDATING YOUR INFORMATION**

It is inevitable that some personal information which we hold will become out of date. We will take reasonable steps to ensure that the personal information which we hold remains accurate and, if you advise us of a change of details, we will amend our records accordingly.

## **ACCESS TO YOUR PERSONAL INFORMATION**

Riverlife will, upon your request, and subject to applicable privacy laws, provide you with access to your personal information that is held by us. However, we ask that you identify, as clearly as possible, the type/s of information requested. Riverlife will deal with your request to provide access to your personal information in a reasonable time of receipt of your request.

Riverlife will not charge you for lodging such a request but we may recover from you our reasonable costs incurred in supplying you with access to this information.

## **EXCEPTIONS**

Your right to access your personal information is not absolute. In certain circumstances, the law permits us to refuse your request to provide you with access to your personal information, such as circumstances where:

- Access would pose a serious threat to the life or health of any individual;
- Access would have an unreasonable impact on the privacy of others;
- The request is frivolous or vexatious;
- The information relates to a commercially sensitive decision-making process;
- Access would be unlawful; or
- Access may prejudice enforcement activities, a security function or commercial negotiations.

## **FREEDOM OF INFORMATION LAWS**

In addition to privacy laws, you may have rights to access your personal information contained in certain Riverlife documents. Details on how to apply for access to these documents are contained in the Freedom of Information Act 1982 (FOI Act).

## **CONTACTS AND COMPLAINTS**

Riverlife is committed to working to obtain a fair resolution of any complaint or concern about privacy. We endeavour to investigate and respond to all complaints within 30 days.

To contact us with a privacy question, you can:

- Write to us at: PO Box 358, Mt Ommaney Qld 4074; or
- Call our Riverlife office on (07) 3378 3595; or
- Email us at [church@riverlifechurch.org.au](mailto:church@riverlifechurch.org.au).

If you are not satisfied with the response you receive from Riverlife you may contact the Office of the Australian Information Commissioner (OAIC) by:

- Writing to GPO Box 5218, Sydney, NSW, 2001; or
- Calling 1300 363 992.

## **CHANGES TO THIS PRIVACY POLICY**

Riverlife may amend this Privacy Policy from time to time. We suggest that you visit our website regularly to keep up to date with any changes. This policy is current from April 2024.