



PRIVACY POLICY

This Privacy Policy explains how **Gungahlin Uniting Church** (we, us, our) collects, holds, uses and discloses personal information, including through our worship services, ministries, events, pastoral care, and our website and online forms.

1. Our commitment to privacy

Gungahlin Uniting Church respects your privacy and is committed to handling personal information transparently and securely. As a not-for-profit organisation, the Church is subject to the **Privacy Act 1988 (Cth)**¹ and the **Australian Privacy Principles**, which govern the collection, use, storage, and disclosure of personal information. Gungahlin Uniting Church will comply with and uphold all obligations imposed by the Privacy Act and its associated regulations.

This policy applies to members of our congregation, visitors, participants in our ministries and events, donors, volunteers, employees, contractors, and website visitors.

2. What is personal information?

“Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- (a) whether the information or opinion is true or not; and*
- (b) whether the information or opinion is recorded in a material form or not.”²*

Some types of personal information are treated as **sensitive information** and require extra care. In a church context, this may include information about religious beliefs or affiliations, health information (for example, allergy or medical details for activities or camps), or information disclosed in prayer requests or pastoral care. We only collect sensitive information with your consent and when it is reasonably necessary for our functions and activities.

3. What personal information we collect

- **Contact details** such as name, address, phone number and email address.
- **Congregational and participation details** such as membership/roll information, small group involvement, ministry participation, volunteering, attendance records for events (where recorded), and child check-in information (where used).
- **Pastoral care and prayer request information** you choose to share with us.

¹ Privacy Act 1988 (Cth).

² Privacy Act 1988 (Cth). s 6(1).

- **Donation and giving information** such as donation amounts and dates for specific fund-raising events where available to us. Donations for church life may be made by electronic transfer via Uniting Financial Services and are processed anonymously—donor names are not visible to the church through this method.
- **Event and program details** such as registrations, dietary requirements, emergency contacts, and medical information needed for safety.
- **Communications preferences** such as bulletin subscription and opt-in/opt-out choices.
- **Website and technical data** such as IP address, browser type, device information, pages visited and form submission metadata.
- **Images and recordings** such as photos, video or audio recordings taken at services and events (see Section 11).
- **Employment and volunteering information** such as resumes, references, training records and screening/clearance information where required for child safety or safeguarding.

4. How we collect personal information

- Directly from you (for example, when you complete a connection card, register for an event, make a donation for a specific event and require a receipt, request pastoral care, or contact us).
- Through our website and online forms.
- When you interact with us by email, phone, post, social media, or in person.
- From parents/guardians when registering children or young people for activities.
- From third parties where permitted and appropriate (for example, a payment processor confirming a donation, or a referee for a volunteer role).

5. How we use personal information

We use personal information to support our ministry and operations, including to:

- communicate with you about worship services, ministries, events, and church news
- provide pastoral care and prayer support when requested
- process donations (including anonymous electronic transfers) and issue receipts where a donor provides the details needed for receipting
- administer programs, events, camps and training (including safety and emergency management)
- manage volunteering and employment, including screening and safeguarding requirements
- maintain membership/participation records and directory information where applicable
- respond to enquiries, feedback and complaints
- maintain the security and functionality of our website and IT systems

- comply with our legal and regulatory obligations

6. When we disclose personal information

We may disclose personal information to third parties only when it is necessary for our functions and activities, when you have consented, or when we are required or authorised by law. Depending on the circumstances, this may include disclosure to:

- service providers who help us operate (for example, IT support, church management software, email/newsletter platforms, cloud storage providers, and printing/mail services)
- payment service providers to process donations (for example, Uniting Financial Services for electronic transfers). Donations made this way are processed anonymously and donor names are not visible to the church. We may receive limited transaction information (such as amounts and dates) needed for administration
- event venues, insurers, medical providers or emergency services where needed for safety
- our denominational bodies (Synod of NSW & ACT, Canberra Region Presbytery) and Church Council where required for governance and administration
- professional advisers (for example, auditors, accountants, legal advisers)
- government agencies, regulators or law enforcement where required or authorised

7. Overseas disclosures

Some of our service providers (such as email, cloud, website hosting, or donation platforms) may store or process information on servers located outside Australia. Where we disclose personal information overseas, we take reasonable steps to ensure the recipient handles the information in a way that is consistent with this Privacy Policy and applicable privacy laws.

8. Security of personal information

We take reasonable steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure. Measures may include access controls, password protection and multi-factor authentication where available, staff/volunteer confidentiality expectations, secure storage (physical and electronic), and limiting access to those who need it for ministry or operational purposes.

9. Retention and disposal

We keep personal information only for as long as it is needed for the purpose for which it was collected (including for legal, accounting, audit, safeguarding, insurance and pastoral reasons). When it is no longer required, we take reasonable steps to delete, destroy or de-identify it, subject to any record-keeping obligations.

10. Accessing and correcting your information

You may request access to personal information we hold about you and request corrections if you believe it is inaccurate, out of date, incomplete, irrelevant or misleading. To make a request, contact us using the details in Section 13. We will respond within a reasonable time and may need to verify your identity before providing access or making changes. In some cases, we may refuse access as permitted by law (for example, where providing access would unreasonably impact the privacy of others).

11. Photos, video and audio recordings

We may take photos, video or audio recordings at services and church events for ministry, community and communication purposes (for example, livestreaming services via Zoom, newsletters, printed materials, and website/social media updates).

Where practicable, we will provide notice when recording is taking place. If you do not wish to be photographed or recorded, please speak with a service leader, welcomer, or the AV team before or during the event so we can take reasonable steps to respect your preference.

Children and young people: We take special care with images of children and young people. Where images identify a child, we will seek parent/guardian consent (and, where appropriate, the young person's consent) before using the image in public communications. We also aim to avoid publishing names alongside images of children unless we have specific permission.

12. Website, cookies and analytics

Our website may use cookies or similar technologies to help the site function, improve your experience, and understand how the site is used (for example, via analytics tools). You can usually disable cookies through your browser settings, but some website features may not work properly if you do.

Our website may contain links to third-party websites or embedded services (for example, Zoom for livestream access, maps, or information about giving). Those third parties handle your information under their own privacy policies, and we encourage you to review them.

13. Questions, requests and complaints

If you have a question about this Privacy Policy, want to request access or correction, withdraw a consent (where applicable), or make a complaint, please contact:

Church Council, Gungahlin Uniting Church

PO Box 84, Gungahlin ACT 2912

(02) 6242 5001

office@gungahlinuniting.org

We will acknowledge your complaint and aim to respond within a reasonable time. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) for further guidance.

14. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. The current version will be available on our website and/or from the church office.