

Introduction

Door of Hope Christian Church (DOHCC) is committed to protecting the privacy and confidentiality of personal information. This Privacy Policy outlines the way information gathered through our website, church services and other activities, is collected, stored and used.

DOHCC is bound by the Australian Privacy Principles (APP) under the Privacy Act 1988 (Cth) (Privacy Act).

This Policy describes how DOHCC collects, uses, discloses, transfers, stores, retains, or otherwise processes your personal information.

DOHCC only collects information where it is necessary to do so to provide a service or where we are required by law to do so.

Information We Collect

We only ask for personal information relevant to our activities as DOHCC. When you interact with us, or apply to volunteer or be employed by us, we may request information such as:

- identifying information, like your name, address, and other contact details and your date of birth.
- your tax file number
- your reasons for interacting with us.
- Information relating to your qualifications, training and development, registration status for Working with Vulnerable People.
- Payment information – If you make donations or payments to Door of Hope Christian Church, we may collect payment information such as credit card details or bank account information. Please note that we do not store full information on our server. We utilise secure payment processing services to handle these transactions.

How we collect your Information

Wherever possible we will:

- collect personal information directly from you
- notify you at, before, or as soon as reasonably practicable to the time collected
- ensure you are aware the information has been collected.

Anonymity and pseudonymity

You are entitled to the option of not identifying yourself (or to be identified by a pseudonym) in relation to a particular matter upon request. This request would be granted except where:

- DOHCC is required or authorised to disclose personal identity by/under Australian law or a court/tribunal order, or
- It is impractical for DOHCC to provide the expected service/support without identification.

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Unsolicited Personal Information

Where DOHCC receives personal information from a third party and the information has not been collected directly from you, the information will be destroyed or de-identified where reasonable and lawful.

How we hold your information

We hold your information in our internal filing system. We take all reasonable steps to ensure that your personal held information is protected from:

- Misuse, interference, and loss, and
- Unauthorised access, disclosure, or modification.

When we no longer require personal information (including when we are no longer required to keep records relating to you), we take reasonable steps to ensure that such information is destroyed or deidentified.

All personal information collected is stored and processed within Australia. We do not transfer, store, or process your personal information in any country outside Australia.

Disclosure

DOHCC will not disclose personal information about you to any person / external entity except in one or more of the following circumstances,

- on a confidential basis to appropriate members of the organisation
- to those who have regular contact with DOHCC in connection with organisation activities in order to provide a service to you
- on a confidential basis to agents and other service providers that DOHCC uses in the operation of its activities
- where the organisation reasonably believes there is a serious threat to an individual's life, health, safety, or welfare or to the public health, safety, or welfare
- where disclosure is required or authorised by or under law or court/tribunal order
- with your prior consent.
- Where the use or disclosure of the information is reasonably necessary for one or more enforcement related activities conducted by (or on behalf of) an enforcement body (e.g. Registration of Working with Vulnerable People checks)

Online Security

Visiting our Website

Anytime you access an unsecured part of our website, (that is, a public page that does not require you to log on), we may collect information about your visit, such as:

- The time and date of visit
- Any information or documentation that you download
- Your browser type
- Internet protocol details of the device used to access the site.

Cookies

A "cookie" is a small text file which is placed on your internet browser and which we may access each time you visit our website. When you visit the secured pages of our website (i.e.

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pages that you must provide login details to access) we use cookies for security and personalisation purposes.

When you visit the unsecured pages of our website (i.e. public pages that you can access without providing login details) we use cookies to obtain information about how our website is being used.

You may change the settings on your browser to reject cookies; however, doing so might prevent you from accessing the secured pages of our website.

Email

When we receive emails, we will retain the content of the email and our response to you where we consider it necessary to do so.

Your email address will only be used or disclosed for the purpose for which it was provided. It will not be added to any mailing list or used for any other purpose without your consent.

Video Recording & Security Cameras

DOHCC may from time-to-time record video or images of services and activities for promotional, teaching and information purposes. By attending these services and activities you consent to the church taking the video and images, as well as using and disclosing them for such purposes.

To increase security for people and DOHCC property and facilities, Closed Circuit Television (CCTV) cameras are installed in public areas. Any data collected will only be used for legitimate security reasons and in accordance with this Privacy policy and not published for any other reason.

Access to and correction of Data

You are entitled to have access to and seek correction of any information that DOHCC may hold on you. Requests need to be in writing and sent through to the Operations team (details below) and access will be provided, unless DOHCC is legally authorised to refute the request.

If a request is denied, a written notice detailing reason(s) for the refusal and the process for making a complaint regarding the refusal will be provided.

Policy Updates

DOHCC may amend this Privacy Policy from time to time to ensure compliance with changes or amendments to the Privacy Act. Amended versions will be available on our website when changes are made.

Complaints

If you believe DOHCC has breached a term of this policy or the Australian Privacy Principles, you may submit a written complaint (via a method set out below). You must provide contact details for us to contact you regarding the complaint.

The Operations team will consider the complaint and respond as soon as possible.

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If you are unsatisfied with the outcome of your complaint you may ask for the complaint to be referred to DOHCC Inc. Board. If you still remain unsatisfied with the outcome you may refer your complaint to the Office of the Australian Information Commissioner to be resolved.

Questions and Contact

If you would like any further information about the way DOHCC manages the personal information we hold or would like access to your personal information, please contact the Operations team by email:

safety@door-of-hope.org

or by post:

Operations team
Door of Hope Christian Church
50 Glen Dhu Street
South Launceston
TAS 7249

Definitions

Privacy provisions of the Privacy Act govern the collection, protection and disclosure of personal information provided to members of the public, local church members, Board members, staff, volunteers and stakeholders.

Confidentiality ensures that information is accessible only to those authorised to have access and is protected throughout its lifecycle. Confidential information may be marked as such or deemed confidential by its nature, e.g. it is information that is not available in the public domain.

Consent means voluntary agreement to some act, practice or purpose. Consent has two elements: knowledge of the matter agreed to and voluntary agreement.

Individual means any person such as members of the public, local church members, Board members, staff, volunteers and stakeholders.

Organisational information includes publicly available, and some confidential, information about organisations. Organisational information is not covered in the Privacy Act but some organisational information may be deemed confidential.

Personal information means information or an opinion (including information or an opinion forming part of a database) about an individual (Office of the Federal Privacy Commissioner, 2001). It may include information such as names, addresses, bank account details. The use of personal information is guided by the Privacy Act.

The **public domain** in relation to confidentiality is “common knowledge,” i.e. information that can be accessed by the public.

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