



## Privacy policy

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### Abstract

**Preamble** The Privacy Act 1988 contains 10 National Privacy Principles (the NPPs) which specify how organisations should handle personal information.

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The Anglican Church Diocese of Sydney has developed its own set of privacy principles which embody the NPPs (the Sydney Anglican Privacy Principles.)

St. John's Anglican Cathedral Parramatta has adapted the Sydney Anglican Privacy Principles (<http://www.sds.asn.au/site/101012.asp>) to apply to our parish. These Privacy Principles summarise our approach to information privacy and the way we collect, use and protect personal information.

This Policy sets out the privacy principles adapted for use at St. John's and the procedures we use when handling personal information in electronic format.

Members of our staff are required to comply with this Policy when handling personal information.

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**Purpose** This policy recognises the rights of individuals to access the personal information which we hold about them or to make a complaint about how we have handled their information

This Policy sets out:

- the standard by which we handle the electronic recording of personal information;
- who to contact if you would like to speak with someone about our approach to privacy.

This Policy is designed for use by our staff and to inform others, where necessary, of our approach to privacy.

If you would like to know more about the Privacy Act and how it impacts on private sector organisations, visit the website of the Federal Privacy Commissioner: [www.privacy.gov.au](http://www.privacy.gov.au)

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**Scope** This policy applies to all personal information which is electronically stored.

### Authorisation

This policy was approved by St John's Anglican Cathedral Parramatta Parish Council at its meeting on 23 November 2011.

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## Policy Statement

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### Principles

#### 1. NPP 1 – Collection

##### Privacy Principle

*Members and visitors to a church often confide personal and sensitive information to pastors. It may be helpful to collect and record some of this information so that it can be referred to at a future time for the purpose of pastoral care including and especially at a time when there is a transition of pastoral staff. Whilst people may provide significant amounts of information we will only record the personal information we need to provide appropriate pastoral care and to follow up enquiries.*

*We do not set about to collect personal information except to facilitate communication, community and pastoral care.*

*We will usually only collect personal information directly from individuals. The information collected will only be used in the context of the pastoral care relationship.*

##### What Does This Mean?

**Personal information** is any information, including an opinion, about a person that can be used to identify the person, for example, a person's name or address.

Particular types of information are considered to be **sensitive information** and are subject to a higher degree of protection. Sensitive information includes information or opinion about a person's:

- religious or philosophical beliefs and affiliations;
- racial or ethnic origin
- political opinions or association;
- employment or membership of professional or trade associations;
- sexual preferences or practices;
- criminal record;
- health;
- family background;
- personal or counseling issues.

We will:

- collect personal information in a way which is fair and open;
- not make unreasonably intrusive enquiries; and
- try to collect personal information from individuals directly.



In most cases personal information is provided voluntarily by the person to whom it applies. The level of confidentiality implied depends on the level of sensitivity of the information. We will at all times strive to collect and record only that information which is appropriate according to this implied level of confidentiality.

Example: Information concerning family background is not, in most cases, overly sensitive and may be collected and recorded however information about a criminal record is highly sensitive and should not be recorded except where it has implications, for example, for child protection.

Sometimes personal information is shared with the request or with the implied assumption that it is confidential to the person with whom it is shared. We will always strive to ensure that this is clear and that such information is not collected or recorded.

In most cases the pastoral context in which information is provided will make it clear that information is for the purpose of pastoral care and can be collected for this purpose. Where there is any doubt we will either not record the information or let the individual know the purposes for which the information is being collected and to whom, if anyone, the information is likely to be disclosed. (E.g. Other staff)

If we obtain and record information from someone else, we will take reasonable steps to make sure the individual is aware we have collected that information.

## **2. NPP 2 - Use and Disclosure**

### **Privacy Principle**

*We will only use or disclose personal information for:*

- the *primary purpose* for which it was collected;
- a *related purpose* which the individual would reasonably expect;
- or with consent,

*unless an exception applies.*

### **What Does This Mean?**

Where possible, we will use personal information for the main purpose for which it was provided to us, namely for communication, community and pastoral care.

If the purposes for which we have collected the information involve providing personal information about an individual to any third party, we will take appropriate and reasonable steps to ensure any personal information is protected.

There are some exceptions which relate to using information without consent and sharing information.

### **Use without Consent**

Situations in which we may use or disclose information without an individual's consent include where:



- we reasonably believe that use or disclosure is necessary to reduce or prevent a threat to a person's life or health or safety or a serious threat to public health or safety;
- we are investigating or reporting on suspected unlawful activity;
- the use or disclosure is required or authorised by law; or
- we reasonably believe that the use is necessary for law enforcement, public revenue protection, prevention and remedying of seriously improper conduct, or preparation or conduct of court or tribunal proceedings, either by or on behalf of an enforcement body.

If we use or disclose information on these grounds we will make a written note of such disclosure.

### **Sharing Information**

The Privacy Act allows information (other than sensitive information, which must not be shared without consent) to be shared between related companies provided we have taken reasonable steps to tell the individual that we may do this.

This means that the related bodies corporate within the Anglican Church Diocese of Sydney may deal with information as if they were one organisation. If an individual opts out of direct marketing communication, where possible that decision will be respected by all the related companies that form part of the Anglican Church Diocese of Sydney.

However St. John's Anglican Cathedral will not generally provide personal information to parties outside the parish except with the specific approval of the person concerned (except for the 'Use without consent' paragraph above).

### **3. NPP 3 - Data Quality**

#### **Privacy Principle**

*We will take reasonable steps to introduce systems to ensure that personal information we hold is accurate and current.*

#### **What Does This Mean?**

We will take reasonable steps to ensure that the personal information that is collected, used and disclosed by us is accurate, complete and up-to-date. This means that if we become aware of any change in personal information we will update our records.

### **4. NPP 4 - Data Security**

#### **Privacy Principle**

*We will implement measures to protect personal information from misuse, loss and unauthorised access, changes or disclosure.*

#### **What Does This Mean?**



*We will take reasonable steps to keep the personal information we hold secure from misuse, loss and unauthorised access.*

## **5. NPP 5 - Openness**

### **Privacy Principle**

*We will be open about how we manage personal information. If asked, we will discuss or answer questions to the best of our ability about our approach to privacy.*

### **What Does This Mean?**

This policy will be publicly available. If asked, we will take reasonable steps to let individuals know the sort of personal information we hold, the purpose for which hold it and how we collect, use, store and disclose the information.

## **6. NPP 6 - Accessing and Correcting Personal Information**

### **Privacy Principle**

*Usually, when asked, we will give an individual access to their personal information unless there is a reason why we cannot do so. We will usually, when asked, give a parent or guardian access to personal information held about their child.*

### **What Does This Mean?**

Individuals have a right to ask us what personal information we hold about them.

As a general rule, we will allow an individual access to the personal information we hold about them (or a parent or guardian access to information about their children) within a reasonable time after access is requested, unless there is a reason why we cannot do so.

Sometimes there will be a reason why we cannot provide access or we decide not to give access to a record following a request.

We may deny a request for access if we reasonably believe any of the following circumstances apply:

- it would pose a serious and imminent threat to the life or health of any person;
- the privacy of others would be unreasonably affected;
- the request is frivolous or vexatious;
- the information relates to existing legal proceedings with the person who is the subject of the information;
- providing access would prejudice negotiations with the person who is the subject of the information by revealing our intentions regarding those negotiations;
- providing access would be unlawful or denying access is required or authorised by law;
- providing access would be likely to prejudice an investigation of possible unlawful activity;



- providing access would be likely to prejudice law enforcement, public revenue protection, prevention and remedying of seriously improper conduct, or preparation or conduct of court or tribunal proceedings, either by or on behalf of an enforcement body;
- an enforcement body performing a lawful security function requests denial of access to protect national security; and
- where evaluative information generated by us in making a commercially sensitive decision would be revealed by providing access. In this situation we may provide an explanation for the commercially sensitive decision instead.

If we refuse access, we will usually explain why.

In responding to a request to provide access, we will consider using a mutually agreed intermediary if it is reasonable to do so in the circumstances.

We will take reasonable steps to correct personal information we hold if we discover, or an individual is able to show us, that it is inaccurate, incomplete or out of date.

If an individual asks us to correct his or her personal information and we do not agree that it is inaccurate, incomplete or out of date, we will explain our refusal to correct the information. In these circumstances, if an individual asks we will take reasonable steps to keep a statement with the record that the individual regards the information as inaccurate or out-of-date.

## **7. NPP 7 - Identifiers**

### **Privacy Principle**

*We will only collect or disclose Commonwealth Government Identifiers where permitted to do so.*

### **What Does This Mean?**

A Commonwealth Government Identifier is a number or a word, or a combination of numbers and letters assigned by an agency to identify an individual uniquely for the agency's purposes. For example, Medicare and pension numbers are identifiers. It does not include Australian Business Numbers.

We may need to collect Commonwealth Government Identifiers from time to time. For example we may need to collect a Medicare number for a youth who attends a church camp in case of emergency.

However, if the occasions should arise, we will not disclose a government identifier to any other person, except as required by law or if the disclosure is requested in writing by the individual to whom the identifier pertains.

## **8. NPP 8 - Anonymity**

### **Privacy Principle**

*If reasonably possible, we will give others the option of dealing with us anonymously.*



## **What Does This Mean?**

Where it is lawful and practicable, we will allow individuals to participate in public services with us on an anonymous basis and without collecting information from them.

## **9. NPP 9 – Transborder and Electronic Information Flows**

### **Privacy Principle**

*We will only transfer information overseas in a way which meets the requirements of this Policy.*

### **What Does this Mean?**

We will not transfer personal information to someone (other than the same entity or the individual who is the subject of the information) in a foreign country, unless we have taken reasonable steps to ensure those to whom we transfer the personal information will not hold, use or disclose it inconsistently with the National Privacy Principles.

In particular these principles will govern the use of electronic information held on the Church Community Builder data base as used by us for the storage of information, for communication and development of church community.

## **10. NPP 10 - Sensitive Information**

### **Privacy Principle**

*Pastoral care in a church implies the knowledge of sensitive information. Generally we will only collect sensitive information in order to assist with pastoral care. Further such information will only be collected according to the level of confidentiality implied by the sensitivity of that information.*

### **What Does this Mean?**

Generally, we will collect sensitive information by electronic means only for the purpose of communication, community and ongoing pastoral care and to the level of confidentiality implied by the sensitivity of the information in the context of the pastoral relationship unless the collection is required by law or to establish, exercise or defend a legal or equitable claim; or it is necessary to prevent or lessen a serious or imminent threat to the life or health of the person who is the subject of the information.

## **11. Further Information**

If you have any further questions about this Policy, or if you have a specific privacy issue, please contact:

St. John's Cathedral Ministry Support Administrator

Ph: 9891 0714    Email: [office@stjohnscathedral.org.au](mailto:office@stjohnscathedral.org.au)



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## Responsibilities

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- Staff and volunteers with delegated authority are responsible to manage any information collected in accordance with this policy
  - The Ministry Support Administrator will manage the Church Community Builder (*The St. John's Neighbourhood*) in accordance with this policy
  - All those who use Church Community Builder (*The St. John's Neighbourhood*) will be required to do so in accordance with an Acceptable Use Policy which will be published on the St. John's Website
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## Definitions

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The following terms have been used in this document:

**Personal information** is any information, including an opinion, about a person that can be used to identify the person, for example, a person's name or address.

**Sensitive Information** is information subject to a higher degree of protection. Sensitive information includes information or opinion about a person's:

- religious or philosophical beliefs and affiliations;
- racial or ethnic origin
- political opinions or association;
- employment or membership of professional or trade associations;
- sexual preferences or practices;
- criminal record;
- health;
- family background;
- personal or counseling issues.

**Church Community Builder (CCB) known as 'The St. John's Neighbourhood'** is web based church management software system based in the United States. It combines many features of a data base and communications system. It is licensed for use by St. John's with an annual fee.

**Acceptable Use Policy** is a statement of acceptable use in relation to use of the Church Community Builder (*The St. John's Neighbourhood*) which deals with privacy issues, the sorts of information that should be shared, unsolicited information and what will happen in the event improper use etc. The Acceptable Use Policy must be agreed to by all users of the Church Community Builder (*The St. John's Neighbourhood*).

## Related Procedures/Guidelines & Policies

Nil



## References

Nil