



Uniting Church in Australia
Queensland Synod

Glebe Road Uniting Church
Congregation

Privacy Information Document
Template

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Introduction

Glebe Road Uniting Church recognises that your privacy is very important to you and that you have a right to control your personal information. We know that providing personal information is an act of trust and we take that seriously. Consequently, Glebe Road Uniting Church is committed to protecting your personal information and giving you choice in who can use your personal information and how it can be used. Unless you give us explicit consent to act otherwise, the following document states how the Congregation will handle your personal information and safeguards your privacy.

Glebe Road Uniting Church

Glebe Road Uniting Church is one of many Uniting Church congregations in Queensland. It is a member congregation of the Uniting Church in Australia, Queensland Synod. How the Congregation worship together and participate within the community is governed by the By Laws of the Synod and the Regulations of Uniting Church in Australia.

Immediate pastoral care and oversight of the Congregation is carried out by Bremer Brisbane Presbytery. The Presbytery is one of eight Presbyteries in Queensland, which work with and care for Congregations within a specified geographic region.

The Queensland Synod has the responsibility for the general oversight, direction and administration of the Church's work in Queensland. A Synod Office that includes Synod Support Services and the Department for Financial and Property Services largely carries out these responsibilities. Consequently, the Glebe Road Uniting Church, Bremer Brisbane Presbytery and Queensland Synod Office work together to perform God's work in the community.

In response to the working relationship between congregations, Presbyteries and the Synod Office, the same Privacy Policy governs them all. Moreover, the Privacy Policy defines each as being part of the same Organisation.

Queries

All queries concerning the collection, use, disclosure and storage of your personal information are initially addressed by the Congregation's Privacy Contact (the Community Life pastor). If the Privacy Contact cannot fully address your query, he or she will gain the assistance of the Synod's Privacy Officer.

The contact details for the Congregation are as follows:

Postal Address:

Physical Address Corner Glebe Road and Eileen Street, Booval. 4304.

Phone Number: +617 3202 1700

E-mail Address: office@gleberd.com.au

Web Site Address: www.gleberd.com.au

Contact details for the Privacy's Contact are as follows:

Name:
Phone Number: +617 3202 1700
E-mail Address: communitylife@gleberd.com.au

The contact details for the Privacy Officer, Uniting Church in Australia, Queensland Synod are as follows:

Name: Can be contacted through the Property Office, QLD Synod
Postal Address: GPO Box 674, BRISBANE QLD 4001
Physical Address: 60 Bayliss Street, AUCHENFLOWER QLD 4001
Phone Number: (07) 3377 9777
E-mail Address: privacy@uccentre.ucaqld.com.au
Web Site Address: www.privacy.ucaqld.com.au

Collection

In addition to worship services, the Congregation offers many activities that are open to the community that seek to perform one or more of the following functions:

- Faith formation – activities that help children and adults to enter into and maintain a vital and uplifting relationship with God through Jesus Christ
- Outreach – activities and programs that interact with the community. Often these programs are run to offer unconditional love, care and support to those who have special needs, whether they are emotional, spiritual or physical.
- Celebrations – baptisms, weddings and funerals (celebration of a person's life)
- Social – activities that seek to draw people together so they feel part of the Church family and hence God's family

For each activity, regardless of what is its function, we may generally need to collect personal information. This information helps us to:

- make the experience more enjoyable for all the people involved;
- offer care and support as required; and
- take appropriate action when necessary (i.e. knowing what type of first aid to offer someone if they collapse)
- send information about the activity

Generally we will only ask for your name and contact details. Where further personal information is required, it will be limited to what is necessary to fulfil the reasons presented above. We do NOT collect information on the off chance that it may become necessary to have it some time into the future.

We do not use cookies on our web site to collect information about you.

At the back of this document is a list of all the activities run by the Congregation. Alongside each activity are details on the type of personal information collected, how it will be used and what happens if you do not give the information.

Use and Disclosure

The Congregation will only use your personal information for the purpose that was indicated at the time of collection, unless

- it is required by law or by a law enforcement agency.
- to lessen a serious threat to a person's health or safety.
- or it is in the same context as the indicated purpose (related use).
- your consent has been obtained

Sensitive information, such as medical information, will not be used for any other purpose than that stated at the time of collection, unless consent has been obtained.

An example of related use is as follows:

Facts – Example 1

John and Jenny Green are registered in the KUCA program run by the Congregation. Their parents are not affiliated with the Congregation. The Congregation has a Day Camp and Alpha courses planned and looking at ways of promoting both activities. From a context perspective, both KUCA and Day Camp can be described as a children's activity run for the local community, whereas Alpha is a course for adults. It is reasonable to believe that the children's parents would not be surprised if the KUCA registration information were to be used for a related secondary purpose.

Outcome – Example 1

Using this example, it would be permissible for the congregation to use the personal information collected from the John and Jenny Green's KUCA registration to promote the Day Camp to the parents. This is because the Day Camp arises out of the same context as KUCA. However, the KUCA registration cannot be used to promote the Alpha course, as the latter does not arise out of the same context as KUCA.

There may be occasions where the Congregation will use your personal information for direct mailing purposes. If we do this, we will give you the opportunity to tell us that you do not want us to use your information for this purpose again (opting out). Whenever an opportunity to **opt out** is given, it will be clearly stated and involve no financial cost to, and little effort from, you.

An example of where an opt out is used is as follows:

Facts – as per example 1 above

Outcome

The congregation could send information to John and Jenny Green about the Alpha Course if it provided an opportunity for the parents to opt out. The opportunity to opt out would be

worded in the context of what is the Alpha Course – an adult Christian education course. Therefore the wording for the opt out would be stated as: please do not send me any more information about Adult Christian Education Courses that the Congregation runs.

Example 2

Tim Brown has recently moved to Blackall. On his first visit to the Blackall Uniting Church he fills out a visitors form. The form states that the information requested is used to help the Congregation pastorally care for all its members. He therefore expects that information collected will be used for a secondary purpose related to the specified purpose on the form. Blackall Uniting Church is a member congregation of the Uniting Church in Australia, Queensland Synod, and as such it is part of the same organisation as the Synod Office. Two months after Tim first attends Blackall Uniting Church, two things are worthwhile noting: Tim is a regular attendee of Blackall Uniting Church; and the Uniting Church Foundation want to promote the work of the Foundation to all people attending Uniting Churches in Queensland.

Outcome 2

It would be reasonable for the Uniting Church Foundation to use an opt out clause to promote the activities of the Foundation to the people who are part of the Blackall Uniting Church family. The potential consequences are not too significant, as the very presence of these people amongst the church family makes them more aware and generally more supportive of the mission of the Church. That is something we want to do!

Even though the Uniting Church Foundation could use an opt out clause to promote the activities of the Foundation to the KUCA parents, it would be unwise to do so. The contact is completely out of context. The consequence of such a direct mail could be that the parents of Jenny and John Green disassociate themselves and their children from the Congregation. That is something we do not want to do!

Data Quality

The Congregation will use its best endeavours to ensure that your personal information it collects from you is relevant, accurate, complete and up to date for the purpose for which it is to be used, both at the time we collect and use it. At the time of first collecting the information we will assume that it is accurate, complete and up to date, unless there is other information to suggest that it is not. The Congregation does not routinely update personal information, unless it is necessary for the purpose for which it is to be used.

Data Security

The Congregation always seeks to take reasonable steps to protect the personal information it holds about you from misuse and unauthorised access, modification and disclosure. All paper records are kept in a lockable filing cabinet. All electronic records are stored in a computer database that has security access privilege programmed into it. All records, paper and electronic, are kept at one central location.

If personal records are no longer needed for any purpose, they are destroyed within a reasonable time period.

Openness

In addition to this document, any individual can access the privacy policies and compliance manual that govern this Congregation's treatment of personal information at www.privacy.ucaqld.com.au. If you require any further information, please contact the **Congregation's Privacy Contact**.

Access and Correction

If you request it, the Congregation will give you access to any personal information we hold about you, unless:

- it is unlawful to provide the information;
- it poses a serious and imminent threat to the life or health of any individual;
- it has an unreasonable impact upon the privacy of other individuals; or
- the request is frivolous or vexatious.

To access information we hold about you, please contact the **Congregation's Privacy Contact**.

Identifiers

The Congregation does not use any government identifiers (Medicare number, tax file numbers) as its own identifier.

Anonymity

Where possible the Congregation allows people to participate in activities anonymously. For example, a person can attend worship relatively anonymously. However, if this happens, it limits our ability to pastorally care for that person.

Transborder data flows

The Congregation will not send any of your information overseas unless you have given consent.

Sensitive information

The Congregation will not use sensitive information for any other purpose than stated at the time of collection, unless consent is given.

Activities of the Congregation

PASTORAL CARE (IMMEDIATE CHURCH FAMILY)

People who attend worship are viewed as being part of the immediate church family. To allow members of the church family to care for each other and make contact with one another the following information is collected.

- a) Family Name and first name of each family member (a single person can be a family)
- b) Address & Postal Address
- c) Phone Number (if noted as silent, listed in the database, but not promoted)
- d) E-mail address
- e) Birth date for each family member
- f) Occupation / education status of each family member
- g) Photo of each family member
- h) Skills and talents (used when looking for a person to fulfil a certain role or function)

All this information is stored on the Congregation's electronic database.

This information is used in the following ways: **(the following are examples only)**

Church Directory

Information Used	Access	Comments
a, b, c, d, f	All of the church family	<ul style="list-style-type: none">• The directory is compiled annually• People can limit the amount of information disclosed about themselves.• All immediate members receive a directory.• Everybody is encouraged to keep the directory in a secure place when they are not using it.• Additional copies of the directory are kept in a locked cupboard.

Care Wheel

Information Used	Access	Comments
a, c, g	All of the church family	<ul style="list-style-type: none">• compiled annually• people can elect not to be on a care wheel• each person is encouraged to follow up the person / family that is either side of on a regular basis, particularly if they have not seen them for a while

Prayer Chain

Information Used	Access	Comments
a & d	All people on the prayer chain	<ul style="list-style-type: none">• People are asked if they want to be on the prayer chain• Any sensitive information (i.e. medical) is not distributed unless consent is given.

Weekly News Sheet

Information Used	Access	Comments
a, c, e	All of the church family	<ul style="list-style-type: none">• People with birthdays are noted• The phone numbers of home group leaders are listed

Sunday School

Information Used	Access	Comments
a, b, c, d, f	Sunday School Superintendent	

The coordinator of each activity has access to the part of the database that allows them to perform their responsibility. If a person leaves the Congregation, their details are kept on the database for twelve months before their details are destroyed.

OUTREACH (one Example Only)

KUCA

Info Collected	Access	Comments
a, b, c, d, e, medical, any custody information	Coordinator of KUCA & Church Office Assistant	<ul style="list-style-type: none">• a, b, c & d are collected to contact parents concerning activities relating to KUCA.• e is collected as birthdays are celebrated• Medical information is collected in case medical attention is required and parents cannot be contacted.• Custody information is collected so no rights are violated.

EVENTS (one example only)

Baptisms

Info Collected	Access	Comments
a, b, c, d, f & birth date of the person being baptised	Minister and Elder	Personal information is used to: <ul style="list-style-type: none"> • make contact with the parents and send information to help parents prepare for the baptism. • Facilitate visits leading up to the baptism by the Minister and or Elder • Prepare appropriate documentation (i.e. baptism certificate) • Allow the Elder to visit / call the Parents and Child after the Baptism – this is done only after the parents have consented • On the birthday and anniversary of the Baptism, a card is sent to the child. • If parents / child are not members of the Church family 5 years after the Baptism, all details are destroyed.

SOCIAL

Soccer Team

Information Used	Access	Comments
a, b, c, d & medical	Coach and manager & Secretary of Soccer Club	A, b, c & d are collected to: <ul style="list-style-type: none"> • allow the coach and manager to make contact with team members as required. • send general information about the club and fixtures. • Register the player for the competition Medical is obtained: <ul style="list-style-type: none"> • Register the player • Provide appropriate first aid if required

What has been outlined above would be done for each activity run by the Congregation. Please note that a Counselling Service, Thrift Shop and Kindergarten would have their own separate Privacy Information Document.

Key Concepts

Children and young children

When a Congregation seeks to collect information about an individual who is 17 years or younger, it must make every effort to ensure that the parent / guardian provides express consent to information being collected.

Volunteers

Although employees are not generally caught under the act, volunteers are. Volunteers have the same rights as any individual who does not have an employee relationship with the Church.

Definitions

Access

This involves the Congregation giving to an individual, information about themselves held by the Congregation. Giving access may include allowing an individual to inspect personal information or giving a copy of it to them.

Collection

The Congregation collects personal information if it gathers, acquires or obtains personal information from any source and by any means. Collection includes when the Congregation keeps personal information it has come across by accident or has not asked for.

Congregation

The Second-Generation Privacy Policy that has directed the standards stated in this Compliance Manual, defines Congregations as being part of the same organisation as the Uniting Church Synod Office, which includes Synod Support Services, the Department for Financial and Property Services and the Uniting Church Foundation.

Consent

Consent means voluntary agreement to some act, practice or purpose. It has two elements: knowledge of the matter agreed to, and voluntary agreement. Consent can be express or implied. Express consent is given explicitly, either orally or in writing. Implied consent arises where consent may reasonably be inferred in the circumstances from the conduct of the individual and the Congregation. Consent is invalid if there is extreme pressure or coercion.

Only a competent individual can give consent although an organisation can ordinarily assume capacity unless there is something to alert it otherwise. Competence means that individuals are capable of understanding issues, forming views based on reasoned judgments and communicating their decisions. The general law about competence and incapacity will apply to the issue of consent.

Disclosure

In general terms the Congregation discloses personal information when it releases information to others outside the Church. It does not include giving individuals information about themselves (this is 'access' see above).

Employees

An employee is a person employed by the Church whose acts and practices in performing their duties of employment are those endorsed by the Church organisation. The application of this definition, as it relates to the Privacy Legislation, means a Minister of the Word is an employee of the Church.

Personal information

Personal information is information or an opinion (including information or an opinion forming part of a database) whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion. It includes all personal information regardless of its source. Personal information only relates to a natural living person.

Privacy Information Document

The Privacy Information Document informs an individual how personal information collected about them is used and stored. It also lets the same individual know how to access and correct information held about them.

Sensitive information

Sensitive information is a subset of personal information. It means information or opinion about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal record or health information about an individual.

The Church

The Church, as it relates to this policy, are the following parts of the Uniting Church in Australia Queensland Synod: Congregations and Presbyteries, Synod Support Services, Department of Financial and Property Services, Youth and Children's Ministry Unit, Uniting Church Foundation.

Use

In general terms, use of personal information refers to the handling of personal information within an organisation including 'the inclusion of information in a publication'.