



# Policy Cover Sheet

Bridgeman Baptist Community Church

Policy Name	Privacy Policy
Policy Area	Administration & Operations
Reference Number	AOP1
Policy Sponsor	Operations Manager
Last Review Date	September 2022
Policy Approver	Operations Pastor
Last Approval Date	September 2022
Review Cycle	36 Months
Next Review Date	September 2025



# Privacy Policy

## - Bridgeman Baptist Community Church -

379 Albany Creek Road,  
Bridgeman Downs, 4035, QLD, Australia

(07) 3263 1950  
hello@bridgeman.org.au  
privacy@bridgeman.org.au

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## Scope of the policy

Bridgeman Baptist Community Church takes your privacy very seriously. Bridgeman Baptist Community Church recognises and values the protection of your personal information and aims to uphold the Australian Privacy Principles as outlined in the Privacy Act 1988.

This Privacy Policy aim is to openly and transparently advise how Bridgeman Baptist Community Church collects, holds, uses and under what circumstances we may disclose or transfer your personal information. This privacy policy also outlines your rights to gain access to and seek corrections of your personal information which we hold.

Finally, this privacy policy lays out information in relation to how you can approach us with regard to your privacy-related concerns and complaints.

## How Personal Information is Collected

Personal Data may be collected each time you are in contact with us, for example, when you:

- a. Visit our website
- b. Make a donation
- c. Attend a service (photography/videography)
- d. Register for a ministry, activity or event
- e. Apply for a job or volunteer role
- f. Provide your contact details, in writing or orally, to church staff or volunteers
- g. Participate in ministries, activities or events e.g. connect groups
- h. Contact us by means such as email, text, letter, telephone
- i. Have face to face meetings with staff or volunteers
- j. Access social media platforms such as Facebook, YouTube, Instagram
- k. Enter the Bridgeman Baptist Community Church or associated grounds (CCTV footage)

## Types of Information Collected

### Personal Information

The types of personal information collected by us include:

- personal details such as your title, name and date of birth
- contact details such as a postal address, postcode, email, mobile and telephone numbers
- when relevant to our mission, demographic information such as marital status, nationality, education, employment/qualifications, and family details
- spouse and family details when you jointly volunteer, register for events, and/or register your children for any reason at the church, associated ministries, activities and events
- employee and volunteer data such as qualifications, licenses, languages and experience
- records of your contact with us
- photographs and/or film provided by you or taken at church services, ministries, activities or events
- CCTV footage

### Sensitive/Special Category Personal Information

We may collect and store sensitive personal information such as:

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- health information provided during pastoral meetings or pastoral care visits
- health information to assist attendance at church services, activities and events
- religious information (prior church attendance, attendance at church events, ministries or activities, personal faith decisions, baptism)
- restricted person classification
- previous complaint information
- prayer requests

## **Use and Disclosure of your Personal Information**

We collect information about you for a variety of uses based on different reasons. For example, some of the information is disclosed in order to register for ministries, activities or events, sometimes we are required by law and regulations to collect and process information about you, and at other times we consider it is in our legitimate charitable interest to collect and process information.

Your personal information will be dealt with in accordance with the Law. It is never sold, nor given away. It is only shared with third-parties where you have given consent or where it is permitted or required either contractually or legally.

We will not use your personal information for any other purpose without first seeking your consent unless authorised or required by law.

We do not sell or pass any of your personal information to any other organization and/or individuals without your express consent, unless required by law.

Generally, uses of your personal information based on our legitimate charitable interests and on your consent may include:

- to provide pastoral care for those engaged with Bridgeman Baptist Community Church
- keeping you up to date in relation to church services, ministries, activities or events
- to promote the interests of Bridgeman, its Christian mission and its charitable objects
- to assist in the internal and external communication, advertising and marketing around Bridgeman Baptist Community Church ministries, activities or events
- to manage employees and volunteers
- to fundraise and process donations and related statutory rights and obligations
- to establish and maintain your involvement with us, events you have attended, what areas and activities of Bridgeman you have supported, record and acknowledge any donation
- to provide the products or services you have requested
- to answer an inquiry or request for further information or complaint about us, our services, activities and events
- to register you for ministries, activities or events and provide the services request
- to improve our ability to assist the church attendees and the wider community
- to assist Bridgeman with management and administrative purposes such as accounting, credit/debit card payments, anti-fraud measures, maintenance and development.

We will not use or disclose the (or permit the use of) information that could be used to identify an individual member in any circumstances except:

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- To ensure the proper functioning of our operations of Bridgeman Baptist Community Church;
- Where you have given express consent to us for a prescribed purpose; or
- Where the law requires us or a company holding data on our behalf, to do so.

We will not sell, distribute, rent, licence, disclose, share, or pass your personal information onto any third parties, other than those who are contracted to us to keep the information confidential whether subject to a statute or scheme which imposes similar restrictions to the Australian Privacy Policy contained in the Privacy Act 1988(Cth.), as amended, regarding the handling of personal information.

Should a third party approach us and demand to access your personal information, we will take reasonable steps to redirect the third party to request the information directly from you, wherever it is lawful and reasonable to do so.

If we are compelled to disclose your personal information, to a third party we will take reasonable steps to notify you of this in advance, wherever it is lawful and reasonable for us to do so.

### **Legal Basis for Using Your Personal Information**

We will only process your personal information where we have a legal basis to do so. The legal basis will depend on the reason or reasons we collected and need to use your information. Under the Law in almost all cases the legal basis will be:

- because it is in our legitimate interest as registered charitable and Christian religious entities to use your personal information to operate and improve our service as a church
- to fulfil any contractual relationship we have with you in relation to the provision of products or services, such as registration at events;
- because you have consented to Bridgeman Baptist Community Church using your information for a particular purpose
- because we need to use your personal information to comply with a legal obligation, such as the protection and welfare of individuals
- to protect the vital interests of you or another person, for example, in pastoral situations
- to process sensitive/special category personal data that is relevant to us as a not-for-profit religious organization
- where you have given consent for us to contact you by email, phone or SMS, to send you information and marketing communications.

### **Data Storage and Who Sees Your Information**

Subject to compliance with our data management policies and procedures, and in compliance with this Privacy Policy, information may be accessed, used and stored:

- a) on computers at Bridgeman Baptist Community Church and in servers based in Australia and the USA.
- b) by a limited number of staff or key volunteers under a duty of confidentiality who provide support services to the church as outlined in this Privacy Policy.

### **Third-Party Service Providers**

We may choose to make use of service providers who may process your personal information, process

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donations and credit card payments and provide support services on our behalf. Where such details are shared, agreements in place restrict the use of your information to the purpose for which it is provided and ensure it is stored securely and in accordance with applicable data protection and privacy laws.

We will endeavour to ensure, so far as is reasonably practicable, that our contracted service providers operate in a manner that appropriately reflects the Australian Privacy Principles. We will take reasonable steps to ensure that our contracted service providers do not breach the requirements of the Privacy Act 1998.

## **Personal Information Security**

Bridgeman Baptist Community Church will take every means and precaution available to them to secure and maintain the security of the information stored.

In the course of our normal operations, personal information may be stored both electronically and in hard-copy formats. We are committed to keeping your personal information secure regardless of the format in which we hold it; and we will take reasonable steps to protect your information from misuse, interference, loss and unauthorised access, modification or disclosure.

Our IT systems are password protected and comply with applicable security standards, however, your use of the website is done so at your own risk and we accept no responsibility, whether we are deemed to have been negligent or not, in the event of a security breach that affects your privacy.

The Internet is not a secure method of transmitting information. Accordingly, no responsibility is accepted for the security of information you send to or receive from us over the Internet or for any unauthorised access or use of that information.

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

## **Financial Records and Card Details**

All financial payments and records are held in accordance with The Payment Card Industry Data Security Standard ("PCI DSS").

All credit/debit card donations made online or by phone, are made securely through third-party service providers and payment gateways, which comply with the PCI DSS. Unredacted card details are not recorded and stored on our systems.

We do not store unredacted financial details (credit or debit card numbers) obtained through online transactions nor do we pass any information to third parties, except where we are legally required to do so, to assist fraud reduction, or to provide a service requested and minimise credit risks.

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## Links to other websites

The Bridgeman Baptist Community Church and associated websites may contain links to third-party websites, and third-party websites may also have links to our websites.

This may include links to associated social media sites in which Bridgeman Baptist Community Church holds an account. We do not endorse social media website(s) and have no responsibility for the content unless posted by or approved by us nor are we responsible for the cookies such websites may contain.

This Privacy Policy does not apply to external links or other websites. The operators of other websites may collect your personal information.

We encourage you to read the cookie and privacy policies of any website you link to from our websites.

## Downloads

Any documents or files made available to download from our websites are provided at users' own risk.

## How long we retain your information

If personal information is no longer required to be held by the church, we will take such steps as are reasonable in the circumstances to destroy the information or to ensure that the information is de-identified.

## Your option not to provide personal information

Wherever possible and practicable you can elect to remain anonymous or use a pseudonym in interacting with us e.g. when you are making an enquiry. However, from time to time, we may ask for you to supply personal information such as your name, address, date of birth, telephone number or email address.

Providing us with your personal information is absolutely optional, but it may be necessary for us to provide you with our services. Whenever it is optional to provide us with non-essential personal information we will make this clear to you. When you provide us with your personal information, you are consenting to our storage, use and disclosure of that information as outlined in this Privacy Policy.

We may, from time to time, offer additional services or benefits to you and we may ask you to provide us with your personal details for these purposes. Providing us with this information is absolutely optional, however, if you do not provide your personal information to us we may not be able to contact you or give you access to the additional benefits.

## Unsubscribing from Church Communications

If you wish to no longer receive communications from the church you can do so by contacting our Privacy Officer by phoning (07) 3263 1950, emailing [privacy@bridgeman.org.au](mailto:privacy@bridgeman.org.au) or by writing to us at Bridgeman Baptist Community Church, 379 Albany Creek Road, Bridgeman Downs, QLD, 4035,

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Australia. Alternatively, you can contact the church office at (07) 3263 1950 or by emailing [hello@bridgeman.org.au](mailto:hello@bridgeman.org.au) with your request.

If you have indicated that you no longer wish to hear from us, we will keep the minimum information necessary to ensure that no future contact is made.

### **General Use**

You can choose to unsubscribe from general church communications via contacting the Privacy Office or Church office, by clicking on the unsubscribe link within an email footer or by replying STOP to a text message.

Please note that the decision to unsubscribe from either text messaging or email messaging will unsubscribe you from all church communications (informatory and marketing).

### **Digital Newsletter**

You can choose to unsubscribe from the Digital Newsletter by contacting the Privacy Office or Church office or by clicking the unsubscribe link within a digital email footer.

The Bridgeman Digital Newsletter subscription utilised third-party software Mailchimp to provide email communications. For more information on how your data is managed please visit the third-party website. [Intuit - Privacy Policy](#)

### **Access to Your Personal Information**

In most cases, you have the right to access the personal information that we hold about you. If you wish to access your personal information, please contact our Privacy Officer by phoning (07) 3263 1950, emailing [privacy@bridgeman.org.au](mailto:privacy@bridgeman.org.au) or by writing to us at Bridgeman Baptist Community Church, 379 Albany Creek Road, Bridgeman Downs, QLD, 4035, Australia.

We will deal with all requests for access to information as quickly as possible and will respond within a reasonable period of time (30 days) as per legislation. Requests for a large amount of information, or for information that is not currently in use, may require further time before a response can be given.

In some cases, we will refuse to give you access to personal information that we hold about you. This includes, but is not limited to, circumstances where denying access is required or authorised by or under an Australian Law or a court/tribunal order or where giving you access would: be unlawful; have an unreasonable impact on other people's privacy; prejudice enforcement related activities conducted by or on behalf of, an enforcement body.

We will also refuse access where the personal information relates to existing or anticipated legal proceedings and the information would not be accessible by the process of discovery in those proceedings. Further, we will refuse access where your request is frivolous or vexatious, and where we reasonably believe that: giving access would pose a serious threat to life, health or safety of any individual, or to public health or public safety; Unlawful activity, or misconduct of a serious nature, is being or may be engaged in against, Bridgeman Baptist Community Church and giving access would be likely to prejudice the taking of appropriate action in relation to that matter.

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If we refuse to give you access, we will provide you with reasons for our refusal, unless doing so would be unreasonable in the circumstances. We will also take reasonable steps to give you access in a way that meets your needs without giving rise to the reasons for our refusal.

Further, we will provide details of how you may make a complaint about our decision.

These mechanisms for accessing your personal information operate alongside and do not replace, other informal or legal procedures by which you may be provided with access to your personal information (Freedom of Information Act 1982).

## **Correction of Your Personal Information**

The accuracy of the personal information we have requested from you is important to us. Should you suspect, or become aware, that your personal information is inaccurate, out of date, incomplete or misleading, please contact our Privacy Officer by phoning (07) 3263 1950, emailing [privacy@bridgeman.org.au](mailto:privacy@bridgeman.org.au) or by writing to us at Bridgeman Baptist Community Church, 379 Albany Creek Road, Bridgeman Downs, QLD, 4035, Australia.

We will deal with all requests for the correction of personal information as quickly as possible and will respond within a reasonable period of time (30 days) as per legislation. Requests relating to a large amount of information or relating to information that is not currently in use, may require further time before a response can be given.

If we refuse to change the personal information as you request, we will provide you with reasons for our refusal, unless doing so would be unreasonable in the circumstances. We will also provide details of how you may make a complaint about our decision. Further, in the case of our refusal, you may request that we take reasonable steps to associate, with the relevant information, a statement that you view it as inaccurate, out of date, incomplete or misleading.

In the case we have corrected personal information about you, you may request that we take reasonable steps to give notice of the correction to a third party to which we have disclosed inaccurate, out-of-date, or misleading personal information.

## **Concerns and complaints about breaches**

If you have concerns about how we handle your personal information, it is important that you notify us as soon as possible, so that we can address your concerns appropriately as the circumstances require. Any concern or complaint should be made in writing. Please contact our Privacy Officer by emailing [privacy@bridgeman.org.au](mailto:privacy@bridgeman.org.au) or by writing to us at Bridgeman Baptist Community Church, 379 Albany Creek Road, Bridgeman Downs, QLD, 4035, Australia.

Our Privacy Officer will respond to your concern or complaint within 30 days as per the legislative guidelines. If you do not receive a response from the Privacy Officer within this time you may contact the office of the Australian Information Commissioner with your concern. Information about lodging a complaint is available on the Office of the Australian Information Commissioner's website (see in particular <https://www.oaic.gov.au/privacy>).

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## **Amendments of this Privacy Policy**

We are obliged to regularly review and update this policy. We therefore reserve the right to amend this Website Privacy Policy at any time.

Should any significant amendments occur, notification will be provided by publication on the website 14 days prior to the changes being implemented (the Notice Period), your continued use after the Notice Period has lapsed indicates your consent to be bound by the amended Privacy Policy.

For further information about privacy in general, please refer to the office of the Australian Information Commissioner's website located at <http://www.oaic.gov.au>.

## **Contacting us**

If you have any questions, concerns or ideas about how we could improve our Privacy Policy, please contact our Privacy Officer by phoning (07) 3263 1950, emailing [privacy@bridgeman.org.au](mailto:privacy@bridgeman.org.au) or by writing to us at Bridgeman Baptist Community Church, 379 Albany Creek Road, Bridgeman Downs, QLD, 4035, Australia.

Where you provide suggestions, materials or feedback it is considered non confidential and we may, at our complete discretion, use it to improve the website, service and/or how we handle personal information without any obligation to compensate you regardless of how we use, implement, copy, modify, display, distribute and or otherwise benefit from your suggestions, materials or feedback.

## Version Control

Version	Date	Description
1	1/09/2022	Policy creation

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