

Privacy Policy

This privacy policy applies to the services offered by Northside Community Church through each of its Ministries and related interest groups. Any questions in relation to this policy should be addressed to the church.

1. Your personal information is important to us.

Northside is committed to safeguarding your personal privacy. We recognise that you have a right to control how your personal information is collected and used. We take our obligation relating to your personal information very seriously. Unless you directly give us consent to do otherwise, Northside will only collect and use your personal information as set out below. We are committed to complying with the National Privacy Principles and will comply with any laws introduced to protect our customers' privacy.

Northside Community Church will not collect or monitor any personal information about you without your consent. The only personal information we collect is what you tell us about yourself, (for example, by completing a membership form, filling out the attendance sheets, enrolling in one of our courses, home groups or special interest groups).

On other occasions when you interact with us, it may be necessary to keep a record of that incident for pastoral and or administration purposes and to enable us to respond to your needs or concerns.

You do not have to supply us with that information. However, if you choose not to, we may be unable to provide you with the care or support that you want.

3. Using and disclosing your personal information

We intend to use your information for the following purposes only;

- To provide pastoral care when needed and as required
- To maintain records of our membership, attendances and enrolment in special interest groups, courses, activities.
- To ensure the health and welfare of children under our care,
- To provide contact information between consenting members
- To maintain administrative and financial records,
- To make statistical data for marketing analysis.

If any other purpose arises other than those listed above, you will be advised at that time.

In nearly all circumstances when we use your information for the purposes outlined above, the information is kept within Northside. You will appreciate that we sometimes need to share your information with an outside organisation for some special technical purposes which are necessary to provide our range of services and support. (e.g. outside technical support for IT systems, etc.)

Northside recognises the importance of you giving us your personal information. We will not use or disclose any information about you for other purposes without your consent, except in exceptional cases - such as if disclosure is required by law or is necessary to protect the rights or property of Northside or any other member of the public or to lessen a serious threat to a person's health or safety.

4. When we contact you

We may contact you at either the email or postal address that you have given us in order to:

- (a) Provide you with information regarding services, activities or special events which might be of interest to you.
- (b) If you are a member of our Planned Giving Program, provide you with information about your account including regular statements.

We will not send you any other promotional or social information without first asking whether you wish to receive it. If you are receiving promotional information from us that you no longer wish to receive, you may request that your name be removed from our list by contacting the church. Please allow 14 days for your request to be processed.

5. Accessing the information we keep about you

If at any time you want to know what personal information you have provided to us, please contact us by writing. As a part of our information protection policy, we require any request for information to be in writing. Our file of your information will be made available to you within 14 days of receipt of the written request.

6. Changing and Deleting the information that we have about you

If at any time you wish to change personal information that is inaccurate or out of date, please advise us and we will amend the record. If you wish to have your personal information deleted, please advise us in writing and we will take all reasonable steps to delete it unless we need to keep it for legal or contractual reasons. However, please note that deletion of your personal information may compromise our providing you with the care or support that you want.

7. Storage and Security of your Personal Information

Northside will endeavour to take all reasonable steps to keep secure any information which we hold about you and to keep this information accurate and up to date. Where your information is stored electronically, it is stored on a secure local area network which is password protected and physically located in a controlled access facility. Our Ministry Team, employees and volunteers are all obliged to respect the confidentiality of any personal information held by Northside. Despite our best intention, Northside is not responsible for events arising from unauthorised or illegal access to your personal information.

8. What to do if you have a problem or question
If we become aware of any ongoing concerns or problems with the personal information that we hold, we will take these issues very seriously and work to address these problems or concerns.

If you have any further queries relating to our Privacy Policy, if you wish to change or delete information, or have a problem or complaint, please contact the church.

9. Contacting Northside

Northside Community Church
P.O. Box 83
Crows Nest NSW 1585
Australia

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Fax: (02) 9439 7001
Email: admin@northsidechurch.org.au