

Introduction

North Coast Church Inc (ABN 78 611 864 040) (**NCC**) respects and upholds your rights under the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth) (**Privacy Act**).

In this policy, personal information and sensitive information have the same meanings as under the Privacy Act.

This policy sets out the NCC commitment to you about information we may hold about you.

How do we collect and hold information?

NCC will generally collect and hold information about you (whether personal information or sensitive information), obtained in person, via phone, print materials or digital platforms (including via cookies) from you or from others who provide the information to us.

When we collect personal information from you, we make a record of it. Examples of when we do this include when:

- you register with us, for example for an event, to become a member, or to have information sent to you; or
- you communicate with us online.

We use personal information in the following ways:

- To provide, deliver, source, administer, improve, and personalise our products and services;
- To process payments and provide refunds and discounts;
- To enable our third-party service providers to provide us with IT products and services, including product investigations, data processing, data analysis, business consulting, auditing, archiving, printing, delivery, and mailing;
- To combine or compile with publicly available information for the processing or creation of communications;
- To communicate with you, including responding to queries and feedback;
- For fraud prevention, including the protection of our customers' information, e.g. credit card information;
- To develop and expand our operations to better suit your needs, e.g. planning for future church locations;
- To keep your information as current and accurate as possible.

What information do we collect and hold?

Personal information

The types of personal information we collect about you will be directly related to the specific purpose for which it has been collected. How much personal information you choose to disclose to us is completely up to you, but limited information may restrict our ability to provide you with the relevant product or service.

Personal information collected may include your name, date of birth, email address, phone number(s), street address and banking or payment card information, and collection occurs when you engage with NCC, including when you:

- donate;
- register to attend an event;
- subscribe to our newsletter;
- make an enquiry or provide feedback.

Sensitive information

NCC does not generally collect sensitive information unless it is relevant and would only do so with your prior consent.

Web (including statistical) information

When you visit the NCC website, the relevant site server collects a range of data by automated means – such as cookies – including:

- the date, time and duration of your visit – to enable us to know the website's busy times;
- pages accessed, and documents downloaded – to inform us about popular and important documents.

You can change the privacy settings of your browser to refuse cookies or opt to be notified each time a cookie is sent to your computer.

Use and disclosure of information

NCC will never disclose any sensitive information about you we hold unless we have your consent to do so or unless required by law.

We will only use and disclose your personal information for the purposes for which you provide it or related secondary purpose(s) which you would reasonably expect. This includes, for example:

- providing you with email newsletters to which you have specifically subscribed; and
- responding to any enquiries or feedback made by you.

We may disclose your personal information to:

- contractors and third-party service providers engaged to supply our products and/or services;
- other entities or people for whom we have your consent to share information; and
- government and legal authorities with whom we are obliged to share information.

By providing NCC with your information, you consent to its disclosure to any recipient. We take reasonable steps to ensure that your information is handled in accordance with the Privacy Act and our instructions.

We, or third parties engaged to act on our behalf, may contact you from time to time where you have consented to this or where we believe you would reasonably expect us to do so. You may opt out of these communications at any time by taking the steps in any “unsubscribe” instructions we send to you or by contacting our Privacy Officer.

Security of information

NCC will take reasonable steps to protect your information from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

Your personal information is protected from misuse and loss and from unauthorised access, modification, or disclosure by a range of security measures. These measures include computer network and building security systems, restricted access, firewalls, expert computer monitoring, and passwords for checking identity before disclosing information. Information submitted via our website is submitted via our secure site which uses standard technology to ensure your information is kept private. Information on our website is protected by encryption and firewall technology.

Only authorised employees are permitted to access your personal information. All employees must comply with our Privacy Policy and HR Manual with respect to your details; employees who violate our Privacy Policy may be subject to disciplinary action.

We will take reasonable steps to implement and maintain security precautions and endeavour to prevent unauthorised access to, disclosure, or use of submitted information. However, as no data transmission over the Internet is 100% secure, NCC is unable to guarantee that unauthorised access to submitted information will not occur, either during transmission of that information or after we receive that information.

NCC takes reasonable steps to destroy or permanently de-identify any personal information it no longer requires.

Retention and destruction of personal and sensitive information

Where NCC no longer needs your information for the purpose for which it was collected and we are not legally required to retain it, we will take reasonable steps to de-identify or destroy it.

Access to and correction of information

On request and subject to limited exceptions (under the Australian Privacy Principles) NCC must provide you access to your information.

You may also request an amendment or correction of information we hold about you.

Requests must be in writing to the Privacy Officer.

The Privacy Officer will respond to you within a reasonable period after the request is made and, if agreed, give access in the manner requested, if it is reasonable and practicable to do so.

NCC may charge you for providing access to the information, dependent upon the recovery time, amount and nature of access required. The Privacy Officer will advise and agree with you any applicable charge prior to providing access.

Cookies Statement

A cookie is a small text file created by a web server and stored on your computer, enabling a unique identification to be given to your computer. Cookies enable our systems to track your clicks as you browse and move between pages on our site. We do not use cookies to retrieve or store personal information about you from your computer. Most Internet browsers are pre-set to accept cookies. If you prefer not to receive cookies, you can adjust your Internet browser to disable or to warn you when cookies are being used.

Browser information

Our service provider makes a record of your visit to our website and logs information from your browser including your IP address, the date and time of your visit, the pages accessed, documents downloaded, and the type of browser used. This is done to enable us to evaluate our website usage, and to improve our online service. The information collected is not linked back to individual users except in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect the service provider's logs. In addition, when you use our online search facility, we collect information about your product searches and browsing history. NCC uses this information to evaluate our service and to determine

whether we are providing the types of products and services you desire. Such information is not linked back to individual users.

Links to other sites

NCC website may contain links to websites of other companies and organisations. NCC is not responsible for the privacy practices or content of such websites.

Photographs & video

At NCC Sunday services and events on our premises, NCC may take photographs or video of the people participating in the services and events. These images may be used for a variety of purposes including promotion in the NCC email newsletter, on the NCC social media accounts and on the NCC website.

Video during the Sunday services is limited to the middle section of the auditorium between the sound desk and the stage. If you do not want video to be taken of yourself, please ensure that you sit to the sides of the auditorium.

Parental or guardian consent is requested to publish images of children when registering a child for a North Coast program.

If you see a photographer or videographer taking images and do not want images of yourself or your children to be taken, please advise them and keep out of the area being photographed or filmed. If you see a published image of yourself or your children that you want NCC to remove, please contact us and we will endeavour to remove it as soon as practicable.

Questions and feedback

If you have any questions or feedback about this policy or our commitments, please contact us:

North Coast Church

154 Balcatta Road

Balcatta WA 6021

Phone: (08) 6117 2960

Email: info@northcoastchurch.org.au

If your feedback is a complaint, NCC will advise what (if any) action is considered appropriate or if we do not agree with you, we will provide reasons. If you remain unsatisfied you can contact the Office of the Australian Information Commissioner (www.oaic.gov.au).