



PRIVACY POLICY

TOMS Anglican Churches

1. Purpose

The purpose of this document is to outline how TOMS Anglican Churches (TOMS) achieves its commitment to protecting the privacy of its members and others.

2. Scope

This policy document applies to all ministries of TOMS.

3. Policy

TOMS Anglican Churches (TOMS) have a commitment to protecting its members and others personal information in accordance with the *Privacy Act 1988 (Cth)* and the *Australian Privacy Principles*. TOMS is committed to respecting an individual's right to privacy and their right to control the accuracy of their private and/or sensitive information.

3. Collecting, Protecting, Using and Viewing Information

Sensitive Information

Sensitive information includes information about an individual's health, race 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 orientation or practices, criminal record or health information.

TOMS will not collect sensitive information about you unless you specifically choose to volunteer it to us.

Personal Information

We will only collect personal information that is necessary for the proper administration of TOMS Anglican Churches.

How do we collect your information?

TOMS will only collect personal information by lawful and fair means, and we take steps to safeguard this information. TOMS will only collect private information about you or your family members if:

- a. You attend a TOMS church service or TOMS event and you have consented to us collecting your necessary private information.
- b. You contribute financially to support the ministry of TOMS.
- c. You provide necessary private information for your children (under 18 years) who attend a TOMS church service, Children's or Youth Ministry group or TOMS event.
- d. Personal information about former members of TOMS may be retained for a period of time.

How do we protect your information?

Your information is maintained on a digital/online database called Elvanto. If you have a personal login to TOMS Elvanto you will have the ability to control your settings.

TOMS protects your personal details it holds:

- a. In hard copy: held securely, transferred to electronic records and then destroyed.
- b. Electronically:
 - i. Elvanto (database) is protected using a SSL (Secure Sockets Layer) certificate which encrypts between Elvanto and the end user.
 - ii. There are electronic documents (including spreadsheets, etc) stored on site on our private file server. This file server is behind a Meraki (Cisco appliance) firewall, NTLM user authentication and ACLs (Access control lists) ensuring that unauthorised users are prevented from accessing the data.

TOMS data is password protected. We stay up to date with security updates to all our network/server appliances.

TOMS will take all reasonable steps to ensure the personal information we hold about you is relevant, not excessive, accurate, complete and up-to-date. Each time TOMS contacts you, we will give you an opportunity to correct or update details.

How your private information is used and disclosed

TOMS uses information only for the purposes we have disclosed at the time of collection, or otherwise as set out in this Privacy Policy. TOMS will not use or disclose your personal information for any other purpose without first seeking your consent, unless authorised or required by law or Diocesan Safe Ministry requirements.

Generally we will only use and disclose your personal information as follows:

- a. to establish and maintain a record of your involvement and attendance;
- b. to facilitate your participation in the activities of the church;
- c. to care for you pastorally;
- d. to provide the products or services you have requested from the church;
- e. to answer your inquiry;
- f. to keep you informed of new developments we believe may be of interest to you (if we contact you in this way, you will have the opportunity to decline any further such communications); and
- g. to publish a directory of church members to those participating, or to share your details with parishioners (if your consent has been given to do so).

A TOMS congregation member user of Elvanto can access their own personal details including name, contact details (including address and they can check their Safe Ministry status). In addition they can view the church directory and the Sunday Service Roster.

If you are registered on TOMS Elvanto, your email address is included in your personal information and you are an active member of TOMS you will receive the TOMS Weekly E-News. You can opt out of receiving this communication at any time. You may also receive the following types of communication:

- a. communication from the TOMS office, email or hard copy.
- b. communication promoting TOMS church service and special event information, email or hard copy.

TOMS Elvanto also provides access to the TOMS Church Directory. This directory includes the following information:

- a. family name
- b. the primary contact (Christian) name
- c. spouse name (if applicable)
- d. family contact telephone number
- e. family home address
- f. e-mail address of primary contact
- g. children's names (if applicable)
- h. photo

If you do not want any of the above details included in the Elvanto Church Directory, please notify TOMS Staff via office@toms4christ.com. Everyone has the right to opt out of having their own and/or their family's information included in the TOMS Church Directory. TOMS will always provide advance notice if any of the ways of distributing this information is going to be updated, changed or managed in a different way.

How do you view information we have about you or your family members?

If your private information is held on TOMS Elvanto you may request access to your personal information via TOMS Staff. You are warmly encouraged to contact TOMS staff if you have any concerns about the personal information TOMS holds about you. If we are holding your personal information and you are entitled to a login to TOMS Elvanto please request this via office@toms4christ.com.

How to opt out or update your information or communication preferences

If your personal information is held on TOMS Elvanto and you have a TOMS Elvanto login, you have the right to maintain the information held about you at any time. You have the right to opt out of individually addressed promotional mailings and/or emails. If you do not wish to receive further communication from TOMS you can contact us via office@toms4christ.com or phone 4730 3434. Please note: you will need to give sufficient information for us to identify you, for example, your name and address.

4. Complaints

Complaints

TOMS is committed to dealing promptly and correctly should an individual wish to make a complaint about their privacy in relation to TOMS services or practices. If you are concerned that this privacy policy may have been breached or that your privacy may have been compromised, please contact us in writing immediately, setting out your concerns.

Write to:

The Senior Minister via office@toms4christ.com or 29 Callisto Drive Cranebrook NSW 2749

Please include your telephone number. We will endeavour to get back to you within five working days.

Unresolved complaints

If you are not satisfied with TOMS handling of your complaint you can refer it to the Office of the Australian Information Commissioner – www.oaic.gov.au

Enquiries: 1300 363 992

Send a written complaint by accessing the correct form from the OAIC website or send your written complaint by:

- a. email, send it to enquiries@oaic.gov.au (be aware that email isn't encrypted, if you're concerned about this use our online form which is secure)
- b. mail, send it to GPO Box 5218, Sydney NSW 2001 (send it by registered mail if you're concerned about sending it by standard post)
- c. fax, send it to 02 9284 9666

5. Policy Review

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