

The Partnered Catholic Parishes of:

**Sacred Heart Diamond Creek, St. Mary's Greensborough &
St. Thomas the Apostle, Greensborough North**



PRIVACY POLICY

This Policy is the Policy of the Catholic Archdiocese of Melbourne and has been adopted by the Partnered Parishes of Sacred Heart, Diamond Creek, St Mary's, Greensborough and St. Thomas the Apostle, Greensborough North (hereafter referred to as 'the Partnered Parishes').

Introduction

The Partnered Parishes are committed to protecting the personal information it collects. The Partnered Parishes comply with the Privacy Act 1988 (Cth) (Act) and the Australian Privacy Principles (APPs) in the Act as well as the Victorian Health Records Act 2001. This Privacy Policy is designed to inform you about the Partnered Parishes practices in relation to the collection, use, disclosure and storage of personal information.

Application of this policy

The policy applies where personal information is collected, used, disclosed, or otherwise handled by the Partnered Parishes. The policy does not apply to records or information held or collected on behalf of or relating to existing and former employees of the Partnered Parishes. This policy is not a term of any contract, including any contract of employment. This policy may be varied by the Archdiocese and/or the Partnered Parishes from time to time.

What is personal information?

Personal information is any information, including an opinion, about you or that identifies you or from which your identity can reasonably be determined, whether true or not or and whether recorded in some form or not. Sensitive information is a subset of personal information which is given additional protection by the Privacy Act and includes information about religious affiliation or beliefs, ethnic origin, criminal record and sexuality. Health information is also sensitive information and its handling in Victoria is also regulated by the Health Records Act.

What personal information does The Partnered Parishes collect?

The Partnered Parishes collects and holds personal information that includes (but is not limited to):

- your name, address, telephone number, facsimile number, email address and other contact details,
- date of birth, gender, marital status, and occupation,

- financial information, such as donation history and credit card details, for instance, when you provide such details directly to The Partnered Parishes or on a collection envelope at the Parish or an online donation form,
- identification documents, including driver license, passport, Working with Children Check card or proof of age card,
- confirmation of the completion of Safeguarding Essential Training Modules,
- your affiliation with and belief in the Catholic Church and your sacramental records, and
- photographs, videos, and news stories in respect of Catholic Church related events and activities.

Why do the Partnered Parishes collect personal information?

The Partnered Parishes collect and hold personal information for various reasons (which we generally notify to you at the time of collection), including the following primary purposes:

- to administer the sacraments and to provide spiritual and pastoral care,
- to place your contact details on mailing lists and in computer databases in order to provide you with information about Catholic Church related activities, workshops, lectures, seminars, retreats, events, issues and initiatives,
- to provide services or goods to you or a person nominated by you,
- to seek, receive and administer offerings and donations from you,
- to enable the Partnered Parishes to provide services,
- to assess your employment and volunteer application, and
- to manage our volunteers.

Consequences of not providing personal information

If you do not provide us with your personal information or the information you provide is incomplete or inaccurate, we may be unable to provide you or a person nominated by you with the information, services or goods you or they are seeking.

How do the Partnered Parishes collect personal information?

The Partnered Parishes' usual practice is to collect personal information directly from application forms and registration forms completed by you or your guardian/responsible person, from face to face meetings, interviews, telephone calls, via our website or by some other method (such as by post or email). In the case of children, personal information will ordinarily be collected from their parents or guardians, unless specific and/or unusual circumstances require that the collection be made directly from the child. In addition to collecting personal information from you, sometimes the Partnered Parishes collect personal information from a third party if it is unreasonable or impracticable to collect the information from you directly, for example, when parents register to baptise their child, they provide the parish with the names of Godparents. In some circumstances you will be able to provide the information requested anonymously or under a pseudonym. However, we will need to identify you in many circumstances for example to administer sacraments or to provide you with services or goods.

Your Consent

The Partnered Parishes require you to consent to any collection, use or disclosure of your personal information by the Partnered Parishes either explicitly in writing or orally or implied by conduct. Normally your consent will be implied by conduct.

How will the Partnered Parishes use the personal information you provide?

In general terms, the Partnered Parishes use and disclose the personal information you provide for the specific purpose or purposes for which it was collected and for secondary related purposes for which you reasonably expect the Partnered Parishes to use or disclose your personal information.

Communications to you from the Partnered Parishes

With your consent we will send you emails or other communications, such as a newsletter, about the Partnered Parishes and our activities (including information about marketing, promotional, and research purposes), along with communications about Catholic Church-related activities, workshops, lectures, seminars, retreats, events, issues and initiatives from time-to-time. Please be aware that you are free to “unsubscribe” to any publication or marketing or promotional communication that you receive from the Partnered Parishes at any time. All newsletters sent include an unsubscribe link at the footer of the email.

Do the Partnered Parishes disclose personal information to anyone?

The Partnered Parishes may disclose your personal information in a number of circumstances, for instance:

- where you have consented to us doing so (by way of example, in providing us with your contact details, you may have consented to the Partnered Parishes providing those details to another group, such as the Baptism Committee, the Funeral Ministry Team, the Safeguarding Committee or the Catechist Coordinator.
- where required or authorised by law (for instance, in response to a subpoena or other court order).

Management and security of personal information

The Partnered Parishes take all reasonable precautions to safeguard your personal information from loss, misuse, interference, unauthorised access, modification or unlawful disclosure. These steps include restricted access to the Partnered Parishes offices and other areas where personal information is stored, and in computer files that can be accessed only by authorised individuals using login names and passwords. The Partnered Parishes stores your personal information in servers located in the offices of the Archdiocese of Melbourne. Personal information will be retained by The Partnered Parishes while it can use or disclose that information for a legitimate purpose under the APPs. When it can no longer use or disclose the personal information for such a purpose, the Partnered Parishes will take reasonable steps to destroy or de-identify that personal information, where it is lawful for it to do so.

Correction of Personal Information

The Partnered Parishes will take reasonable steps to update or correct any personal information we hold about you to ensure it is accurate, complete, up-to-date and relevant and not misleading if we are satisfied this is required or if you request us to do so. Please let us know when any of your details change so that we can ensure your personal information is kept up to date. The Partnered Parishes

will take reasonable steps to ensure the information is accurate as well as responding to correction requests. If you wish to change or modify your personal information, you should make a request in writing to any of the three Partnered Parishes Offices. Your written request should set out the changes that you wish to be made. You may request that the amended information be forwarded to other related organisations. Your written request should name the organisation to which you want the information forwarded. We will need to verify your identity before we make the changes. If we do not agree that some or all of the changes you have requested are required, we will let you know of our reasons for this in writing and how to complain if you are not satisfied with the decision.

Access to personal information

You may request access to personal information that the Partnered Parishes hold about you (using the contact details of each Parish below). The Partnered Parishes will respond to all requests for access within a reasonable period and usually within 30 days. The Partnered Parishes may need to verify your identity before providing you with access or correcting your personal information. The Partnered Parishes will generally provide access unless an exception in the Privacy Act or the Health Records Act applies. If the Partnered Parishes refuse your request, we will let you know our reasons for this in writing and how to complain if you are not satisfied with the decision.

Notifiable Data Breaches

The Partnered Parishes adhere to The Australian Privacy Amendment (Notifiable Data Breaches, NDB) Act 2017. If you believe that a data breach has occurred in relation to your personal details, please contact any of the three Parish Offices providing details and circumstances of the data breach. The online Notifiable Data Breach (NDB) form located within the Privacy Policy on the Archdiocesan website: www.cam.org.au is to be completed as soon as possible and emailed to the Parish Priest of the Partnered Parishes. The advised breach will be investigated immediately and you will be informed of remedial action to be undertaken. If the breach constitutes a Notifiable Data Breach under the Australian Privacy Amendment Act 2017, the Office of The Australian Information Commissioner (OAIC) will be informed as soon as practicable of the breach and provided with the full circumstances and remedial action undertaken by the Archdiocese of Melbourne.

Questions or complaints

If you have any questions or concerns about this Privacy Policy, you wish to lodge a request to access or correct your personal information, or if you have a privacy complaint, please contact any of the three Parishes Offices.

Contact details

- Sacred Heart Parish, Diamond Creek: diamondcreek@cam.org.au
9401 6361
25 Gipson Street, Diamond Creek, 3089.
- St Mary's Parish, Greensborough: greensborough@cam.org.au
9435 1543
204-210 Grimshaw Street, Greensborough, 3088.
- St Thomas the Apostle Parish, Greensborough North: greensboroughnorth@cam.org.au
9434 7373

If you make a complaint, the Archdiocese will review and investigate it internally and will endeavour to resolve your issue efficiently. If you are still not satisfied with the response you can make contact with the Office of the Australian Information Commissioner (OAIC) on 1300 363 992 to inquire about your privacy rights or visit www.oaic.gov.au for more information about how to lodge a complaint. The OAIC has the power to investigate the matter and make a determination.

Changes to this Privacy Policy

The Archdiocese and/or The Partnered Parishes may, from time to time, update or change this privacy policy to ensure that it reflects the acts and practices of the Archdiocese as well as any changes in the law. Any changes will take effect from the time that they are posted at www.cam.org.au/policies. Please check periodically, and especially before you provide any personal information.

More Information

For more information about the Privacy Policy of the Archdiocese of Melbourne:

Email: info@cam.org.au

Telephone: 99265677

Post: P.O. Box 146, East Melbourne, Vic, 8002 www.cam.org.au

For more information about privacy, you may contact the Office of the Australian Information Commissioner at:

Email: enquiries@oaic.gov.au

Telephone: 1300 363 992

Post: GPO Box 5218, Sydney NSW 2001 Australia www.oaic.gov.au