



## **Catholic Diocese of Sandhurst**

### **Privacy Policy Chancery Office and Agencies**

<b>Policy No:</b>	<b>3.0</b>
<b>Type of Policy:</b>	<b>Chancery Office and Agencies</b>
<b>Approved:</b>	<b>Bishop of Sandhurst</b>

## 1 Introduction

The Catholic Diocese of Sandhurst (“the Diocese”) shares in the evangelising mission of the universal church which is to preach the Gospel in word and deed, to bring the Good News to the men and women of our time, and to witness authentically to the person of Jesus. The exercise of this mission often requires the collection, use and storage of personal information.

The Diocese is committed to managing all the personal information it handles in accordance with the Privacy Act 1988 (“the Act”) and all relevant State legislation (“Privacy Legislation”).

The Act contains the Australian Privacy Principles ("APPs") which, in conjunction with other Privacy Legislation, set the standards for the way in which personal information is collected, used, stored, disclosed, identified and accessed by the Diocese.

This Privacy Policy contains the Diocese's practices in relation to the collection, use, disclosure and storage of personal information.

## 2 Definitions

*Employee Records* – means a record of personal information obtained and held by an employer in relation to a past, current or future employee in the context of their employment.

*Personal Information* – means information or an opinion about an individual whose identity could be reasonably determined from that information or opinion. Some personal information is also classified as ‘sensitive information’.

*Sensitive information* – means specific personal information in relation to an individual that may be subject to discrimination legislation. Includes any personal information concerning a person’s race or ethnicity, their religious, political or philosophical beliefs or affiliations or sexual preferences. Sensitive information is afforded a higher degree of privacy protection and is subject to additional standards under the Privacy Act in relation to its handling.

*Collection* – means the process of gathering, acquiring or obtaining personal information from any source and by any means.

*Use* – means how personal information is used within the Diocese.

*Disclosure* – means transmission of personal information outside the Diocese.

### 3 Scope

This policy applies to the direct agencies and departments of the Diocese, and any particular auspiced bodies which do not have their own privacy policy.

This policy does not apply to the individual parishes within the diocese which may choose to have their own privacy policies.

The policy applies where personal information is collected, used, disclosed, or otherwise handled by the Diocese.

The policy does not apply to records or information held or collected on behalf of or relating to existing and former employees of the Diocese.

### 4 Information collected by Diocese

The Diocese collects and holds personal information about individuals including employees, job applicants, contractors, vendors and suppliers and volunteers. This information 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 example, collection envelopes at parishes or donation forms);
- identification documents, including driver license, passport, National Police Check, Working with Children Check card or proof of age card;
- 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.

#### 4.1 How does the Diocese collect personal information?

The Diocese's 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 web site 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 accordance with the law.

In addition to collecting personal information from you, sometimes the Diocese collects personal information from a third party if it is unreasonable or impracticable to collect the information from you directly, for example, where the information is provided to the Diocese from parishes (for instance, personal information provided when supporting a parish thanksgiving/stewardship program).

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.

#### **4.2 Your Consent**

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

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.

#### **4.3 How does the Diocese store your information?**

The Diocese may store your information in a range of mediums including electronic systems, paper files, or images. All information collected by the Diocese is stored securely. Where personal information is stored by a third party, the Diocese requires them to comply with the Privacy Act and our Privacy Policy.

### **5 Use and disclosure**

The Diocese will only use or disclose your personal information for the primary purposes for which it was collected. The purposes for which we may use or disclose your personal information include the following:

- administer the sacraments and to provide spiritual and pastoral care;
- 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;
- provide services or goods to you or a person nominated by you;
- seek, receive and administer offerings and donations from you;
- enable the Diocese to provide services;
- assess your employment and volunteer application; and
- manage our volunteers.

#### **5.1 Employees**

The Diocese collects, uses and discloses personal information about its employees in order to perform its obligations as an employer and as required by law. However, the handling of past and current employee records are exempt from the Privacy Act where there is a direct relationship between the Diocese and the past/current employee. Despite this exemption, the Diocese applies similar principles as if the handling of employee records were covered by the Privacy Act. We retain employee records for seven years as stipulated in the Fair Work Act 2009.

## 5.2 Volunteers

We also collect personal information of volunteers for the primary purpose of assessing their suitability for undertaking work or providing other relevant assistance. Other purposes which we may use personal information about volunteers include to contact them, for insurance purposes and to satisfy our legal obligations.

## 5.3 Communications to you from the Diocese

With your consent we will send you emails or other communications, such as a newsletter, about the Diocese 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 Diocese at any time.

## 5.4 Does the Diocese disclose personal information to anyone?

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

- (i)• where you have consented to us doing so (for example, in providing us with your contact details, you may have consented to the Diocese providing those details to another group, such as your parish);
- (ii)• where required or authorised by law (for instance, in response to a subpoena or other court order); or
- (iii)• to consultants, advisers or other third parties (in Australia or overseas) where that party has been contracted to provide administrative or other services to the Diocese (and on the basis that that third party agrees to abide by this Privacy Policy).

## 5.5 Cross-border disclosure

Personal information will only be disclosed by the Diocese to recipients outside Australia with your express consent. If we are required to disclose your personal information overseas, we will take reasonable steps to ensure that the overseas recipient will not handle your personal information that would result in breaching the APPs. We will usually enter into a written agreement with the overseas recipient that requires the recipient to comply with the APPs.

## 6 Data security

We take all reasonable precautions to protect the personal information we hold against interference, misuse, loss and unauthorised access. The Diocese has data protection and security measures including administrative, physical and technical access, with only authorised people able to access this information.

When personal information is no longer required the Diocese will take reasonable steps to destroy, delete or de-identify that personal information where it is lawful to do so.

## 7 Requests for correction and access

### 7.1 Requests for correction

The Diocese will take reasonable steps to update or correct, any personal information we hold about you to ensure it is accurate, complete, up-to-date, relevant and not misleading if we are satisfied this is required or if you request us to do so. The Diocese 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 the Privacy Officer. 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.

### 7.2 Requests for access

You may request access to personal information that the Diocese holds about you using the contact details below.

The Diocese will respond to all requests for access within a reasonable period and usually within 30 working days. The Diocese may need to verify your identity before providing you with access or correcting your personal information.

The Diocese will generally provide access unless an exception in the Privacy Act or the Health Records Act applies. If the Diocese refuses 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.

## 8 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 the Diocese's Privacy Officer at:

**Email:** [privacyofficer@sandhurst.catholic.org.au](mailto:privacyofficer@sandhurst.catholic.org.au)

**Telephone:** (03) 5441 2544

**Post:** PO Box 201, Bendigo Vic 3552

If you make a complaint, the Diocese 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, or GPO Box 5218, Sydney NSW 2001, to inquire about your privacy rights, or visit

[www.oaic.gov.au](http://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.

*Due acknowledgement is made to the Catholic Archdiocese of Melbourne for use of this document.*

<b>Version</b>	<b>Date</b>	<b>Revised By</b>	<b>Description of Revision</b>	<b>Next Review</b>
2.0	19/10/2016	Very Rev Brian Boyle	Changes to Parts 1 & 3	
3.0	15/6/2017	Very Rev Brian Boyle	Changes to Part 4.1	15.6.2018