PRIVACY POLICY

Policy Number: 4

Policy Date: 1 June 2020 (Reviewed July 2025)

CrossCulture Church of Christ (we/ us/ our/ CrossCulture/ the Church) respects and upholds your rights to privacy protection under the National Privacy Principles contained in the Privacy Act 1988, the Privacy Amendment Act (Private Sector) 2000 and any similar state or territory legislation applicable to the Church. We collect your personal details to administer your relationship with the Church, to provide any personal ministry and to provide you with information on Church events and ministries.

This policy describes how we manage any personal information we have about you.

1. PURPOSE OF THE POLICY

CrossCulture is committed to protecting the privacy and confidentiality of personal information for all members, visitors, staff, Team Members, workers, leaders and individuals in the way information is collected, stored and used. This Policy outlines how we deal with your personal information as to our legal obligations and rights to that information. If we agree with you to use or disclose any of your personal information in ways which differ to those stated in this Policy, the provisions of that agreement will prevail to the extent of any inconsistency.

2. DEFINITIONS

Consent	: Consent means voluntary agreement to some act, practice or purpose.
Personal information	: Personal information means information or an opinion (including information or an opinion forming part of a database) about an individual (Office of the Federal Privacy Commissioner, 2001). It may include information such as names, addresses, bank account details. The use of personal information is guided by the Federal Privacy Act (1988).
Individual	: means any person such as a church attendee, visitor, contractor or a member of the public.
Leaders	: Individuals who are in leadership positions in CrossCulture. This includes the Pastors, Elders, Life Group Leaders and Ministry Leaders who are appointed officially and dedicated by the congregation.
Workers	**:** Individuals who are engaged with CrossCulture to provide services to the community, including church office, Sunday service, ministry program or other events held by CrossCulture. This term also includes both paid and unpaid workers including office staff, ministry workers, core group members and Team Members who help in any program run in the name of CrossCulture. They are usually seen as representing CrossCulture during the program or events.

3. WHO THIS POLICY APPLIES TO

This policy applies to leaders, workers and other individuals primarily for the purpose of providing personal ministry to those individuals, to administer their engagement with the CrossCulture and

ministries (including any ministry work or Team Member activities) and to provide information about the Church's events and ministries.

4. PRINCIPLES OF THIS POLICY

This policy will set out how we manage your information. It sets out:

- What information we collect and hold
- How we collect, hold and use your information
- Why we collect, hold, use and disclose your information
- How you can access and correct your information
- How you can complain about the handling of your personal information.
- Our policy on electronic communication and online security

CrossCulture is committed to ensure that information is handled with responsibility and in an ethical manner in line with Australian Privacy Principles.

5. POLICY DETAILS

5.1 What information we collect and hold

The main types of information that the church collects are name, contact details and pastoral history. Our records also include household details, date of birth, details of events, services and Team Member activities in which the person has participated.

5.2 How we collect your information

We collect most of the information directly from individuals. The information are collected:

- When individuals attend event or meeting in the Church
- When individuals personally provide the information to the Church office staff, leader or Team Member
- When individuals fill in the contact details when visiting the Church
- When individuals fill in the contact form when visiting Church website

5.3 How we hold your information

We hold your information in our offsite filing system in a cloud software. We take all reasonable steps to ensure that personal information held is protected from:

- Misuse, interference and loss
- Unauthorised access, disclosure or modification. Access to the software is only given to authorised staff who require to use your information for the purpose for which it was collected.

When we no longer require personal information (including when we are no longer required to keep records relating to you), we take reasonable steps to ensure that it is destroyed or deidentified. Computer records are archived securely.

5.4 How we use your information

The Church does not disclose personal information to external individuals or organisations without consent. Only Church staff, leaders and selected Team Members access the information in order to use it for the purposes for which it was collected. The circumstances when we might disclose this information include:

- When required by law
- When it is necessary for the purpose for which the information was collected such as providing booking details to a conference organisation
- When it is necessary or desirable to protect the personal safety or welfare of the individual or another person
- When a change in the Church's organisational structure makes it necessary

In line with *Child Safety Policy (Policy 2&3)*, if it becomes apparent that a criminal abuse and a reportable misconduct may have occurred to the child, we are morally and legally obliged to report and disclose the information to all relevant authorities, including police and Commission of Children and Young People (CCYP). The safety of the children remains the utmost priority. We are committed to provide support to the affected parties and will assist in investigating the situation with the relevant authority.

Like most organisations, from time to time the Church may use contractors who could have access to personal information on our systems, such as IT technicians. Any contractors who have access to personal information relating to the church attendees are required to adhere to the Privacy Act and may not retain this information or use it for any unauthorised purpose.

5.5 Why we collect, hold, use and disclose your information

For Church Attendees, the Church collect and hold your personal information in order to:

- Administer the records of your relationship with Church
- Assist the Church in providing services to you

For Church Leaders and Workers, the Church collect, hold and use your personal information to:

- Conduct necessary screening and background check to assess your suitability to perform your role
- Match your skills to particular activities in the Church

For all other individuals, the Church collect, hold and use your personal information to:

- Respond to your queries
- Contact and communicate with you by calls or email to follow up with you
- Feedback and complaints to assist the Church in operating and improving its services
- Communicate information and invitations to future events, worship services, services, events or current issues
- Assist in internal administrative, promotional and planning requirements
- Compile and report statistics, with all the relevant personal and/or proprietary information de-identified prior to the completion of such statistics.

The Church is committed to protect your personal information. Your personal information will not be disclosed without your consent except in the circumstances outlined in 5.4.

5.6 How you can access and correct your information

You may request access to personal information we hold about you by writing to the Church at the address below (see “Contact Us” below). Where we hold information that you are entitled to access, we will endeavour to provide you with a suitable range of choices as to how you access it (eg emailing or mailing it to you).

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request correction of that information by contacting us.

5.7 How you can complain about the handling of your personal information

If you have any questions, concerns or complaints about this Policy, or the handling of your personal information, please contact CrossCulture Church (see “Contact Us” below). You can also contact us if you believe that the Privacy of your personal information has been compromised or is not adequately protected.

Once a complaint has been lodged, we will respond to you as soon as possible. We will aim to deal with your complaint at the time of your complaint.

5.8 Electronic Communication and Online Security

We have a public website: www.crossculture.net.au which is available to anyone. There is no personal data stored on this site unless specific permission has been sought and given to provide specific personal information such as individuals who have opted to use the contact form or digital connect form to leave their personal information for future communication.

You may opt out of receiving any communications from the Church at any time. If you wish to do this, please make all requests to us (see "Contact Us" below).

6. CONTACT US

Any questions about this policy, or any complaint regarding treatment of your privacy by the Church, should also be made in writing to the address below.

Our contact details are as follows:

Safety Contact Person
CrossCulture Church of Christ
194 Little Lonsdale Street
Melbourne VIC 3000
Phone: (03) 9623 9199
Email: admin@crossculture.net.au

7. MISCELLANEOUS

This policy represents our policy as of 1 July 2020. The Church may change this policy from time to time. Although we intend to observe this policy at all times, it is not legally binding on the Church in any way. From time to time we may regard it as necessary or desirable to act outside the policy. The Church may do so, subject only to any statutory rights you have under the *Privacy Act 1988* or other applicable legislation.

8. AUTHORISATION

Authorised by	Safety Contact Person
Drafted by	Safe Church Admin
Current Version	Draft 1
Version Date	1 February 2026