

## Introduction

Anglican Diocesan Services (“ADS”, “we” or “us”) provides administrative, secretarial and accounting services to ministry units and agencies of the Anglican Church of Australia in the Diocese of Canberra and Goulburn.

## Purpose

This *Privacy policy* summarises how we will deal with your personal information.

## Commitment

We are committed to protecting your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

By visiting our website, using any of our services or otherwise providing us with your personal information (or authorising it to be provided to us by someone else), you agree to your personal information being handled as set out in this *Privacy policy*.

This *Privacy policy* does not cover how we will deal with the personal information of those who apply for employment with us. This is covered in a separate policy – “Anglican Diocesan Services *Privacy policy* – Employment applications”.

## Definitions

For the purposes of this policy –

*Personal information* is information or an opinion about an identified individual or an individual who is reasonably identifiable.

*Proper administration of the Diocese*

means any act or practice which is –

- (a) performed pursuant to or under an ordinance or resolution of the Synod or Bishop in Council of the Anglican Diocese of Canberra and Goulburn or a canon of the General Synod of the Anglican Church of Australia,
- (b) reasonably necessary to give effect to an ordinance or resolution of the Synod or Bishop in Council,
- (c) a discharge of the duties or exercise of the powers and authorities, however arising, of the Bishop of Canberra and Goulburn,
- (d) undertaken by or on behalf of the Registry, Anglican Diocesan Services or an officer of the Diocese in the course of administering the central affairs of the Diocese,

(e) otherwise identified in this policy as necessary for the proper administration of the Diocese, or is incidental thereto.

*Sensitive information* includes information about your health, your race or ethnic origin, political opinions and religious beliefs.

## Personal information

ADS only collects personal information that is necessary for the provision of our services or the proper administration of the Diocese. This includes but is not limited to information about –

- Members (and prospective members) of boards, councils or committees of the Anglican Church Diocese of Canberra and Goulburn
- Trustees of church trust property
- Clergy, ordinands and lay ministers
- Officeholders of Anglican churches and parishes
- Other people with whom we come in contact

ADS may collect a wide range of personal information such as name, phone number(s), residential and postal address, email address(es), date of birth, qualifications, educational and/or experience. We only collect this information where it is reasonably necessary for the provision of our services or the proper administration of the Diocese.

## Sensitive information

Some personal information that we collect may also be sensitive information.

The most common form of sensitive information we collect is in relation to religious beliefs. For example we may seek information about your religious beliefs (including your assent to a statement of faith), the church you attend and your broader involvement in ministry activities, for the purpose of determining your suitability for election or appointment to a position.

## Collection & storage

ADS may collect your personal information in various ways, including via telephone, our website (including through entry into an online database), in writing (including by email or other electronic means) and/or through online forms/surveys, whether hosted on a third party website or our own.

### ***Sensitive Information***

ADS will only collect sensitive information about you with your consent unless –

- we are otherwise allowed or required by law to collect that information, or
- the information relates to our activities and relates solely to members of the Anglican Church Diocese of Canberra and Goulburn or to individuals who have regular contact with us in connection with our activities.

If you provide us with sensitive information about yourself which is necessary for the provision of our services, we will treat this as collection of such information with your consent.

### **Third Parties**

In most situations we collect your personal information directly from you. However, we may also collect information from third parties if it is impractical to collect it directly from you. For example, we may collect information from the wardens and/or rector of your church or parish, your parish risk management coordinator, your parish safe ministry representative and/or anyone you have authorised to deal with us on your behalf.

We may also seek to collect information about someone else from you (for example, if you hold one of the positions or a similar position listed in a paragraph above). However, you must not provide us with personal information about another person unless you have consent from that person to do so, have told them that their personal information will be handled in accordance with this *Privacy policy* and have told them where they can find a copy of this policy.

We may also collect your personal information from publicly available sources.

### **Unsolicited personal information**

If we receive personal information about you that we have not requested (unsolicited personal information) we will generally, unless otherwise required or permitted by law, delete or destroy it as soon as practical after receiving it. If you provide us with unsolicited personal information about yourself we may retain this information if it is necessary for the provision of our services or to comply with our legal obligations, or we do so with your consent.

### **Collection of personal information required by law**

In certain circumstances we may be required or permitted by law to collect certain personal information about you. For example, we may need to collect your name, residential address, country of residence, date of birth, and other types of personal information to comply with our legislative obligations.

You do not have to provide us with your personal information but if you do not provide us with the personal information that we need, we may not be able to provide services or assistance to you.

### **Purpose of collecting your *Personal information* and its use by ADS**

ADS only collects, holds and uses personal information for the purposes for which it was provided, related purposes that we consider to be within your reasonable expectations or as permitted or required by law. These purposes include the provision of our services and the proper administration of the Diocese, such as through –

- convening and running sessions of the Synod and matters incidental thereto;
- contacting you regarding matters that you have an interest in, such as those pertaining to a board, council or committee or such like that you may be on, or concerning your church or the Anglican Diocese of Canberra and Goulburn generally;
- seeking your views on a social/moral issue to assist in shaping reports/submissions to Government and others;
- assessing your suitability for nomination, election or appointment to a board, council or committee;
- convening meetings of boards, councils and committees;
- processing authorised payments to and from you;
- providing you with services that have been requested; and

- any other uses identified at the time of collecting your personal information.

## Disclosure

Any personal information provided to us may be disclosed, if we consider it appropriate, to other entities of the Anglican Church Diocese of Canberra and Goulburn, including –

- Bishop’s Office and Diocesan Registry (including the Professional Standards Unit);
- Anglican Church Property Trust Diocese of Canberra and Goulburn;
- and Anglican Investment and Development Fund

We will not disclose your personal information to an entity of the Diocese for the purposes of that entity soliciting donations from you.

We may also disclose your information to government bodies, regulators, law enforcement agencies and any other parties where authorised or required by law.

ADS may disclose your personal information to third party service providers, agents or contractors from time to time to help us to provide our services. If we do this, we generally require those parties to protect your personal information in the same way we do.

We may also disclose your information to any other entities identified at the time of collecting your personal information or which you subsequently request or expressly consent to us providing with your personal information.

### ***Disclosure to overseas recipients***

In general ADS does not disclose your personal information to any overseas recipients, although there may be some specific exceptions to this, for example organising for a delegation to attend a conference overseas. On such occasions we will seek your consent to disclose your personal information and will outline to you who it will be disclosed to and how it will be used by them.

## Storage and security

We take reasonable steps to protect any personal information that we hold from misuse, interference and loss and from unauthorised access, alteration and disclosure. For example, we implement the following security measures –

- security procedures for access to our internal office areas;
- security procedures within our offices (including, locked cabinets and file rooms for personal information that is particularly sensitive);
- IT security procedures including password protection, firewalls, intrusion detection and site monitoring; and
- a requirement for all staff to maintain confidentiality except insofar as disclosure is reasonably necessary for the proper performance of employment duties (as outlined in workplace policies and/or employment contracts).

## Access

You may access personal information we hold about you, subject to certain legal restrictions or exemptions. Where such restrictions or exemptions exist we will advise you of those reasons at the time of your request.

If you wish to access the personal information we hold about you or request that it be corrected or updated, you should contact the Registrar using the contact details below.

While we do not charge you for a request for accessing your personal information you should be aware that we may charge a reasonable fee (which will be notified to you once you make a request) for our time and expenses in the following circumstances –

- if an extended amount of time is required to collate and prepare material for you; and
- if you wish to have your files photocopied for you.

### Quality of information and correction

We take reasonable steps to ensure that the personal information we hold about you is accurate, complete and up-to-date. However, we also rely on you to advise us of any changes to your personal information in a timely manner.

If there are any changes to your personal information or if you believe the personal information we hold about you is not accurate, complete, up-to-date or is misleading, you may be given access to update our records directly. Otherwise please contact the ADS staff member responsible for our provision of services to you, or if you are unsure who this person is, the Registrar using the contact details below, so that we can update our records accordingly. In some cases we may refuse to make changes in the manner requested by you, and in such case will provide you with a written notice that explains the reasons for our refusal. In such circumstances, you may provide us with a statement in respect to the need for correction and ask us to associate the statement with the information in question.

### Complaint handling

If you wish to make a complaint about a breach of this *Privacy policy* or Australian Privacy Principles you can contact us using the contact details below.

You will need to provide us with sufficient details regarding your complaint together with any supporting evidence.

We will refer your complaint to the Registrar who will investigate and determine the steps (if any) that we will undertake to resolve your complaint. We will contact you if we require any additional information from you and will notify you in writing of the outcome of the investigation within 30 days of the date your complaint is made or the date you provided us with any additional information.

If you are not satisfied with our determination, you can contact us to discuss your concerns or complain to the Australian Privacy Commissioner via [www.oaic.gov.au](http://www.oaic.gov.au).

### Changes to the *Privacy policy*

ADS may update this *Privacy policy* from time to time so please review it periodically on our website at [www.anglicancg.org.au](http://www.anglicancg.org.au) for any changes.

Your continued use of our services (including online services), requesting our assistance or the provision of further personal information to us (directly or via an authorised person) after this *Privacy policy* has been revised, constitutes your acceptance of the revised *Privacy policy*.

Contact us if you have a query relating to this *Privacy policy* or wish to make a complaint, please contact us using the following contact details –

The Registrar and General Manager  
Anglican Diocesan Services  
Level 4  
221 London Circuit  
GPO Box 1981  
Canberra City ACT 2601  
  
Telephone: (02) 6245 7101  
  
Email: [contact@anglicands.org.au](mailto:contact@anglicands.org.au)

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#### CHANGE HISTORY

Date	Comments