



**ST JOSEPH'S MALVERN** *Stepping out in Faith and Trust*

## Parish Privacy Policy

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Your privacy is important to us.

This Parish, as part of the Catholic Archdiocese of Melbourne, is bound by the *Privacy Act 1988 (Cth)* ("Privacy Act"), and the Australian Privacy Principles ("APPs") in the Privacy Act. The Parish respects and values the personal information that the parishioners and other members of the community are willing to entrust to it, and this policy explains how the Parish collects, holds, uses, discloses and otherwise manages that personal information. It does not relate to records collected and held by the Parish school.

Personal information collected via the Parish's website is governed by the Website Privacy Policy, which is contained in the Appendix to this document. In the event of any conflict between the Website Privacy Policy and this policy, this policy shall prevail.

### What kind of personal information does the Parish collect and how does it collect it?

*Personal information* means information or an opinion about an identified individual, or an individual who is reasonably identifiable, regardless of whether the information or opinion is true or not, or whether it is recorded in a material form or not.

*Sensitive information* is a subset of personal information which is given a higher level of protection under the Privacy Act. It includes, amongst other things, health information about you, your criminal record and your religious beliefs or affiliations.

The Parish collects and holds personal information, which may include sensitive information about:

- **Parishioners**, their occupations, their religious affiliations, their contact details and children. Information about children may be related to children receiving sacraments or pastoral care. It may relate to the child's enrolment at the Parish school or after care facility;
- **Adults and children** receiving or seeking to receive sacraments or pastoral care, and witnesses to sacraments;
- **Parish website users**;
- Job applicants, volunteers and contractors;
- Parishioners' involvement in a Parish group or activity; or
- **Fundraising**, including donation commitments and records, and donors' banking or other payment details.

### Personal information you provide.

The Parish will generally collect your personal information by way of forms filled out either by the individual or the parent/guardian (including forms on the Parish website), face to face meetings, interviews and / or telephone calls.

## Personal information provided by other people.

In some circumstances the Parish may be provided with your personal information from a third party including other parishes, e.g., a reference about an applicant for a position.

In some cases where you do not provide personal information requested by the Parish, you or your child may not be able to receive a sacrament or be enrolled in a Parish program, or the Parish may not be able to assess your job or volunteer application. You may also choose to deal with the Parish on an anonymous basis or using a pseudonym. However we will need to identify you in many circumstances, for example to administer certain sacraments or to process a job or volunteer application.

## How will the Parish use the personal information you provide?

The Parish will use personal information it collects from you to:

- administer the sacraments and pastoral care;
- keep you informed about matters relating to spiritual life, through correspondence and newsletters;
- look after your spiritual and physical wellbeing;
- provide care for your child(ren) while under our supervision;
- fundraise, seek and administer donations;
- assess your job or volunteer application;
- manage our volunteers;
- Encourage your participation in building community and in supporting the groups, activities and works of the Parish;
- satisfy the Parish's legal obligations and allow the Parish to discharge its duty of care.

## Who might the Parish disclose personal information to?

The Parish may, in particular circumstances, disclose personal information held about an individual to:

- the Parish School;
- Parish groups nominated by you;
- another Parish or the Archdiocese of Melbourne;
- government departments (on lawful request);
- medical practitioners;
- people providing services to the Parish, including volunteers and any third party service providers;
- recipients of Parish publications;
- parents and/or guardians;
- if required or authorised by an Australian law or court/tribunal order; or
- anyone you authorise the Parish to disclose information to.

*Overseas disclosures:* The Parish will only disclose personal information about you or your child outside Australia where you have requested that it do so. Where you make such a request you agree and acknowledge that the Parish will have no control over the information disclosed, and that the Parish will not be able to ensure that the overseas recipient handles that information in accordance with the Privacy Act and APPs, and any other applicable Australian laws.

## **Direct marketing**

You may opt out of receiving communications from us about the Parish services and activities, including fundraising, by contacting us at the addresses below.

## **Management and security of personal information**

The Parish's staff are required to respect the confidentiality of the information and privacy of individuals. The Parish has in place steps to protect the personal information the Parish holds from misuse, interference, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and password restricted access rights to computerised records.

Where the Parish no longer requires personal information for a purpose for which it can use or disclose it under the Privacy Act, it will take reasonable steps to destroy or de-identify that information, unless it would be unlawful for it to do so.

## **Correcting and updating personal information**

The Parish endeavours to ensure that the personal information it holds is accurate, complete, and up to date, and where using or disclosing it, relevant for the purpose of the use or disclosure.

A person may seek to update their personal information held by the Parish by contacting the Parish at any time on the details below. If the Parish is unable to correct your information, it will give you notice of this in writing and explain why and how you can take the matter further. You can also request that the Parish associate a statement with the information that you believe it is inaccurate, out-of-date, incomplete, irrelevant or misleading.

## **Access to your personal information held by the Parish**

You may access any personal information which the Parish holds about you. Parents or guardians can generally make such a request on behalf of their children. To make a request for access, please put your request in writing and send it to the Parish at the address below.

The Parish may require you to verify your identity and specify what information you require before it can provide access. In some circumstances as provided for in APP12, the Parish may be unable to provide access, in which case it will notify you of this in writing and explain why and how you can take the matter further.

The Parish will not charge you for making a request; however it may charge you its reasonable costs of providing access to any information requested.

## **Consent and right of access to the personal information of children**

Whether a child has the capacity to make their own privacy decisions is assessed by the Parish on a case by case basis having regard to matters such as their age and circumstances. Generally an individual over 15 years will have the capacity to make their own privacy decisions.

For children under 15 years or who otherwise do not have capacity to make these decisions for themselves, the Parish will refer any requests for consent and notices in relation to personal information to the parent and/or guardian. The Parish will treat consent given by a

parent and/or guardian as consent given on behalf of the child and notices to parent and/or guardians will act as notice given to the child.

### **Enquiries and complaints**

If you would like further information about the way the Parish manages personal information please contact the Parish on the details below.

### **Parish contact details**

St. Joseph's Parish  
47 Stanhope Street  
Malvern 3144

Telephone: (03) 8508 7200

Email: [info@stjosephsmalvern.org.au](mailto:info@stjosephsmalvern.org.au)

### **Complaints**

If you believe that the Parish has acted contrary to this Policy or the Privacy Act, please put your complaint in writing and send it to the Parish on the details above. The Parish will investigate your complaint and try to resolve it.

However if you are not satisfied with the response, you can contact the Office of the Australian Information Commissioner (OAIC) on 1300 363 992 to make a query 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.

### **How is this policy updated?**

The Parish may from time to time review and update this policy to comply with all relevant legislation and to take account of changes in technology, changes to the Parish's operations and practices, and to make sure that it remains relevant to the Parish environment. Changes to the Policy will be notified by notices on the Parish website and in regular Parish newsletters.

This Privacy Policy was last updated on 21 January, 2017.

# Appendix: Website Privacy Policy

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This website privacy policy outlines how we collect, use and protect your personal information when visiting, and interacting with our website.

## Overview

We collect your personal information to assist us to serve you in the best possible way.

We will only use your personal information in ways that you might expect it to be used by the Parish.

We will not pass your personal information on without asking for your permission, unless required to by law.

Upon request, we will give you the chance to see any information we hold about you.

We protect your information with internet facilities as well as internal procedures.

Upon request, we will provide you with information on how we handle personal information.

We will listen to any complaints regarding the way we handle your personal information, and investigate them in good faith.

## The collection of your information

### Collection of information through our website forms

We only collect your personal information that is necessary for us to provide you with pastoral and other services, to help us to communicate with you efficiently, and for parish administration and fund-raising.

We will only collect information in a manner which is fair and lawful. We will only collect information from you through the feedback forms on this website. We will not collect information directly from your computer or internet connection (however, see the next section "Traffic Statistics" for details of your personal information that is logged by us).

Each form you complete will consist of details explaining why this information is being collected. If your information is to be shared with another party, this will also be noted on the form.

### Traffic Statistics

When you look at our web site, we and/or our Web Hosting Provider make a record of your visit and log the following information for statistical purposes:

- your IP (internet) address and/or domain name (for example .com, .net, .au, etc.)
- the pages you accessed and documents downloaded
- the previous site you have visited
- the type of browser you are using (e.g., Internet Explorer)
- the type of computer device and operating system you are using (e.g., tablet / iOS).

This information may be used for statistical analysis of website traffic to enhance the website, or to protect the website from security breaches. We will not make an attempt to identify you. However, in the unlikely event of an investigation, a law enforcement agency or other government agency may exercise its legal authority to inspect our Web Hosting Provider's logs.

## Use and Disclosure

The use and disclosure of your information is for the primary purpose of collection (as per section 1, 'Collection')

We will only record your e-mail address if you send us a message. Your e-mail address will only be used for the purpose for which you have provided it and it will not be added to a mailing list or used for any other purpose without your consent.

This site does not provide facilities for the secure transmission of information across the Internet. Users should be aware that there are inherent risks transmitting information across the Internet.

## Quality of Information

We will ensure the personal information we collect, use or disclose is accurate, complete and up-to-date. Each time information is collected, it will be used for its intended purpose, and will not be re-used except for the following reasons:

- If you have subscribed to receive material, or
- If you have signed-up as a member. In this case, a facility will be made available for you to view your personal information, and update this information.

## Security of Information

We will keep any information we collect for re-use in a secure environment. If you are using a form that uses our secure servers, they use encryption with valid security certificates. Our internal polices prohibit unauthorised access, modification or disclosure of your information. (You can see if you are using a secure server by viewing the Properties of the page you are viewing).

## Openness

We manage your personal information in this manner:

- Information is retrieved from your access to our web site
- Information is used to process your request.

If your information is to be used regularly, it will be secured and governed according to this Privacy Policy.

Upon request, we can show you:

- What information we have collected (if it still exists)
- What we have used this information for

- How the information was collected
- Who else has had access to this information.

### **Access to your information**

Upon request, we can:

- Show you the information we hold about you
- Give you an opportunity to alter this information, if it is incorrect.

### **Complaints**

If you have a complaint about the way we have handled your personal information, please contact us.