

anthem
CHURCH
Privacy Policy

How Anthem Church collects, uses and protects personal information · v2.0 · June 2026 · Owner: Business Manager (Privacy Officer)

1. Scope

This Privacy Policy sets out Anthem Church's commitment to protecting personal privacy. It applies to personal information that Anthem collects and holds in order to serve its operations, members, affiliates, employees and those who use its services.

2. The law that applies

This policy is built on the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

3. Definitions

- **Access** — giving an individual access to information the church holds about them (inspecting it or being given a copy).
- **Disclosure** — releasing personal information to people or organisations other than the person it relates to (not the same as 'access,' and not church workers using it for the purpose it was collected).
- **Personal information** — information or an opinion about an identifiable individual, whether true or not — for example date of birth, marital status or health information.
- **Sensitive information** — a subset given extra protection: racial or ethnic origin, political or philosophical or religious beliefs, association/union membership, sexual orientation or practices, criminal record, and health or genetic information.
- **Use** — handling personal information within the organisation, including in a publication.

4. Policy

Anthem is committed to protecting personal information and is bound by the Australian Privacy Principles. Respect for privacy is part of the trust we build with those we serve.

4.1 Collection

We collect only personal information reasonably necessary for pastoral care or to run the church's operations and programs, or that is knowingly provided to us. We collect it by lawful and fair means, directly from the person where practicable. We keep it to provide and update services, for internal accounting and administration, to protect people and the

church from fraud and unlawful activity, to meet our duty of care, and to provide pastoral care. When we collect it, we make sure people know who we are and our contact details, how to access their information, the purposes of collection, who we would usually disclose it to, any legal requirements, and the consequences of not providing it. Where information about someone is given by a third party (such as an emergency contact), we tell that person how we obtained their details.

4.2 Use and disclosure

We use and disclose personal information for the primary purpose it was collected, and for related purposes a person would reasonably expect. Otherwise, we use or disclose it only where: the person has consented; a reasonable person would expect it; it accords with this policy; we reasonably suspect serious unlawful activity or misconduct relating to our functions; it is required or authorised by law; it is necessary for the church's operation, development or administration; or we reasonably believe it necessary to prevent a serious threat to a person's life, health or safety where it is impracticable to get consent.

4.3 Data quality

We take reasonable steps to keep the personal information we hold accurate, complete and up to date.

4.4 Data security

We take all reasonable steps to protect personal information from misuse, loss and unauthorised access, and limit access to employees and volunteers who need it for their role. Information no longer required (as permitted by the Privacy Act) is destroyed or de-identified before disposal. We hold information in lockable paper files and electronically; data stored in the cloud is subject to the laws where the servers are located, and we take reasonable steps to keep it secure. See also the Information & Technology Policy and the Data Breach Response Plan.

4.5 Openness — what we keep

The information we hold varies with a person's involvement, and may include: name, date of birth, gender and contact details; medical or emergency-contact details to meet our duty of care; family relationships; programs and events attended or volunteered at; basic details of pastoral visits (pastor, date, time); financial and bank details for donations or payments; significant religious decisions or anniversaries; Police Check and Working with Children (Blue Card) details; and qualifications and training.

4.6 Access and correction

People have the right to access the personal information we hold about them. Updates and corrections in everyday use can be made through the Administration Team or by email to info@anthemchurch.com.au. Formal requests to access, correct or delete information are made in writing to the Privacy Officer, who may require identification. We will arrange access within a reasonable time unless an exception applies (for example, where it is unlawful, poses a serious threat, unreasonably affects others' privacy, or is frivolous or vexatious). If we refuse, we give reasons and explain how to complain, and you may ask for a statement noting your disagreement to be kept with the information. Any fee for access is cost-recovery only; no fee applies to make the request.

4.7 Identifiers

Anthem does not adopt government identifiers as its own identifying system, and uses or discloses a Commonwealth identifier only where necessary to meet an obligation to the issuing agency, or in the interest of health or safety.

4.8 Anonymity and pseudonymity

Where lawful and practical, we give people the option to deal with us anonymously or under a pseudonym, recognising this may limit our ability to provide care or involve them in some activities. We do not use identifiable images of individuals for marketing or promotion without their knowledge and consent.

4.9 Cross-border disclosure

Consistent with Australian Privacy Principle 8, we transfer personal information overseas only where the person requests it, the information is being given to the person themselves, or the transfer meets the APP requirements and is approved by the Senior Pastor or the Board.

4.10 Sensitive information

We collect or use sensitive information only where necessary to meet our duty of care, where legally required, or where it relates directly to religious beliefs. Sensitive information includes racial or ethnic origin; health or medical information; political opinions; association, union or professional memberships; religious or philosophical beliefs; sexual orientation or practices; criminal record; and genetic information.

5. Procedural guidelines

5.1 Collection

Forms that collect personal information state, in plain terms, why the information is being collected (often through the form's title), who is collecting it (Anthem Church Ltd, or an operating name), how to contact us, who else may access it, and the church's privacy statement:

Privacy statement (for forms): "Anthem Church collects and uses your personal information for church administration and pastoral care. If you provide information about another individual (for example an emergency contact), you are responsible for gaining their permission. If you do not provide the information requested, we may not be able to provide the service you are requesting. You can access and update your personal information by calling (07) 5377 0234 during business hours, or in person or by email at info@anthemchurch.com.au. To view our privacy policy, visit anthemchurch.com.au."

5.2 Use and disclosure

We use or disclose personal information only as a reasonable person would expect. We do not use it for direct marketing without consent or a reasonable expectation. Information is entered on the church database only where given with a clear intent that it be available for future contact. Whether a person attends the church is not disclosed to anyone who is not a staff member or authorised volunteer. Information collected for a specific purpose (such as a child's one-off visit to Anthem Kids) is used only for that purpose. Any disclosure to protect life or safety (for example to emergency services or the Department of Child Safety) is documented.

5.3 Data quality

We keep information current by making update forms available, regularly reminding members to update details, asking that children's enrolment forms be updated annually, correcting details when mail is returned, and honouring 'do not mail' and silent-number requests. Staff and volunteers tell the administrator as soon as they become aware information is out of date.

5.4 Data security

Paper-based personal information is stored in lockable facilities (a key or electronic code). All network users comply with the Information & Technology Policy. Paper records no longer required are shredded where permitted, with the Privacy Officer's approval before destruction.

5.5 Identifiers

Government identifiers (such as Medicare numbers) are collected only where required to meet our duty of care (for example for children) and disclosed only to obtain medical treatment for that person.

5.6 Anonymity and pseudonymity

Where operationally possible we let people interact anonymously or with minimal information — for example attending public services or programs, buying resources, or

donating, without providing personal information. Where the law requires information to use a service, we explain why and offer a minimal-information option where we can.

5.7 Sensitive information

Sensitive information — including pastoral-appointment, medical and health information — is given a higher level of security than general personal information. Consent is obtained before collection; the specific nature of pastoral-care appointments is stored securely and accessible only to authorised staff; child enrolment and volunteer forms that may contain identifiers or medical information are locked away when not in use and never left unattended in public; and only necessary sensitive information is collected.

6. Enquiries & complaints

For any enquiry about this policy, or to access or correct your information, contact Anthem Church on (07) 5377 0234 or info@anthemchurch.com.au, addressed to the 'Privacy Officer.' If you have a concern about how we handle your information, contact our Administration Team, or you may complain directly to the Office of the Australian Information Commissioner: GPO Box 5218, Sydney NSW 2001; phone 1300 363 992; enquiries@oaic.gov.au.

7. Review

This policy is reviewed annually to ensure it reflects current legislation and best practice.

Document control

Version	2.0	Owner	Business Manager (Privacy Officer)
Effective	June 2026	Next review	June 2027
Approved by	Board of Anthem Church Ltd		