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## Liberty Hill Christian Centre

### PRIVACY POLICY

Liberty Hill Christian Centre (LHCC) is committed to protecting the privacy of our online users. We have adopted this Privacy Policy in recognition of every individual's right to keep their personal information private.

This policy outlines LHCC's approach to the collection, use, and management of personally identifiable information. LHCC complies with the Australian Privacy Act 1988 (Cth) and adheres to the Australian Privacy Principles (APPs) when handling personal information.

## 1. Privacy

(a) LHCC respects your right to privacy and is committed to safeguarding the privacy of our website visitors and users. We adhere to the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). This policy sets out how we collect and treat your personal information.

(b) "Personal information" is information we hold which is identifiable as being about you. LHCC may collect general information about you, such as your name, address and contact details so LHCC can contact you.

## **2. Collection of personal information**

(a) LHCC will, from time to time, receive and store personal information you enter onto our website, provided to us directly or given to us in other forms.

(b) You may provide basic information such as your name, phone number, address and email address to enable us to send information, provide updates and provide services or products. We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and, provide financial or credit card information. The information collected may include some sensitive information (as defined by the Privacy Act), such as health information or information about your beliefs, relevant to the services or assistance you have requested from LHCC .

(c) Additionally, we may also collect any other information you provide while interacting with us.

## **3. How we collect your personal information**

(a) LHCC collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we provide our services to you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy. LHCC will not collect any personal information about visitors to the website except when they knowingly provide it.

(b) LHCC also operates still and video cameras within and around some church premises and at external church events which may collect personal information in the form of images. Where practicable, the purpose for which we collect personal information will be made clear at the time of collection.

## **4. Use of your personal information**

(a) LHCC may use personal information collected from you to provide you with information, updates and our services. We may also make you aware of new and additional services and opportunities available to you. We may use your personal information to improve our services and better understand your needs. We will not sell, share, or rent this information to others in ways different from what is disclosed in this statement.

(b) LHCC may contact you by a variety of measures including, but not limited to:-  
-telephone  
-mail

- electronic or digital messaging platforms, eg email, SMS, WhatsApp, and other digital communication channels

Reasons:-

- to establish and maintain your involvement with LHCC , including answering any queries raised;  
- to provide the services you have requested from LHCC ;  
- to register you for events;  
- to keep you informed of new developments and services we believe may be of interest to you. If we contact you in this way without obtaining your prior consent, we will provide you with the opportunity to decline any further promotional communications;  
- to different parts of LHCC to enable the development and promotion of other and services and to improve our general ability to assist attendees and the wider community.

## **5. Disclosure of your personal information**

(a) We may disclose your personal information to any of our employees, officers, volunteers insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our services.

(b) We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.

(c) We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of LHCC , [www.libertyhill.com.au](http://www.libertyhill.com.au), and its members.

(d) Information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of Australia. These may include, but are not limited to New Zealand, Canada and USA.

(f) By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding handling your personal information.

## **6. Security of your personal information**

(a) LHCC is committed to ensuring that the information you provide to us is secure and kept accurate, complete and up-to-date, as much as possible. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and

protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

(b) Personal information is stored in secure servers or secure files of well-known communication platforms. LHCC uses Google Workspace as its primary datastore for all of its information, including personal information. LHCC has full control over who is authorized to access and use this system. Access rights are regularly reviewed and updated or removed as appropriate. Misuse or abuse of the System will result in immediate suspension of access.

(c) The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us, or receive from us. Although we take measures to safeguard against disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

## **7. Access to your personal information**

(a) You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). If you would like a copy of the information, which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please contact LHCC Administration us at [admin@libertyhill.com.au](mailto:admin@libertyhill.com.au)

(b) If you require a change to the personal information held by LHCC, we will take reasonable steps to correct any details that are inaccurate, incomplete, or out of date upon receiving notice from you. If you wish to have your personal information deleted, please let us know, and we will delete it wherever practicable.

(c) We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act or if we are legally authorised to refuse your request.

## **9. Complaints about privacy**

(a) If you have any complaints about our privacy practises, please feel free to send in details of your complaints to [admin@libertyhill.com.au](mailto:admin@libertyhill.com.au) We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

## **10. Changes to Privacy Policy**

(a) Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website. If at any point we decide to use personally identifiable information in a manner different from that stated at the time it was collected, we will notify users by way of an email. Users will have a choice as to whether or not we use their information in this different manner. We will use information in accordance with the privacy policy under which

the information was collected. Please check back from time to time to review our Privacy Policy.

## **11. Website**

(a) When you visit our website [www.libertyhill.com.au](http://www.libertyhill.com.au) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

### **(b) Cookies**

We may from time to time use cookies on our website. A cookie is a piece of data stored on the user's hard drive containing information about the user. Cookies enable us to track and target the interests of our users to enhance the experience on our site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website. Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google Adwords. These ads may appear on this website or other websites you visit.

### **(c) Third party sites**

This website may at times contain links to other sites other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that LHCC is not responsible for the privacy practises of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal identifiable information. This privacy statement applies solely to information collected by this web site.

## **12. CONTACT**

If you would like any further information, or have any queries, problems or complaints relating to LHCC's Privacy Policy or our information handling practices in general, please contact our Administration: [admin@libertyhill.com.au](mailto:admin@libertyhill.com.au)

Liberty Hill Christian Centre: Privacy Policy

Policy Owner: Julia Angrisano

Governing Authority: LHCC Board

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Version No 1.0: adapted from Church Privacy Template

<https://www.churchsupportaustralia.com/products/comprehensive-church-privacy-policy/>