

If you are not satisfied with the resolution of your complaint you may contact:

Office of the Federal Privacy Commissioner
GBO Box 5218
SYDNEY NSW 2042
Telephone: 1300 363 992
Facsimile: (02) 9284 9666
Email: privacy@privacy.gov.au

Changes to This Policy

Newlife continually strives to improve the standard of service we provide to you, so from time to time we may update this policy. If you wish to obtain a further copy of this policy, please contact the Newlife office or download the policy from our website www.newlifebrisbane.org.

Contacting the Newlife Church Office

If you have any questions in relation to privacy, please contact:

Newlife Presbyterian Church Office
P O Box 4239, SPRINGFIELD QLD 4300
Telephone: (07) 3288 1716
Email: chrisandjack1@bigpond.com

How to Contact PCQ about Privacy

If you have any further questions in relation to privacy, please contact:

PCQ Privacy Manager
35 Amelia Street
Fortitude Valley QLD 4006

Or write to:

PO Box 1508
Fortitude Valley QLD 4006

Telephone: (07) 3252 1114
Facsimile: (07) 3852 1567

Email: privacy@pcq.org.au

4 June 2009

Living for God, Loving one another, Leading others to Jesus Christ



Privacy Policy

Newlife

Presbyterian Church

Our privacy commitment to
your personal information

Our Privacy Commitment

Newlife Presbyterian Church (NPC) as a congregation of the **Presbyterian Church of Queensland (PCQ)** ABN 43 015 755 489 is committed to protecting your privacy by ensuring the confidentiality and security of your personal information. We are bound by the Privacy Act, which sets out a number of principles concerning the protection of your personal information.

The core requirements of the Act are set out in the National Privacy Principles (NPPs). These NPPs set out how an organisation such as Newlife should collect, use, keep, secure and disclose personal information. They also give individuals a right to know what information an organisation holds about him or her, and a right to correct it if it is wrong.

Your Personal Information

The personal information that Newlife has collected or may collect in the future may include any or all of the following personal information:

- Name
- Address
- Telephone or mobile phone numbers
- Date of birth
- Email address
- Place of birth
- Date of marriage
- Date of baptism

How We Collect Personal Information

Newlife collects personal information in a number of ways, including:

- Directly from you when you provide information by telephone or in documents such as camp registrations forms
- From third parties such as parents or church office bearers
- From publicly available sources of information; or
- When legally required to do so – for example for marriage services

Discloser of Your Personal Information to Other Parties

It may be necessary for Newlife to disclose your personal information to certain third parties in order to assist us in providing services or administering your affairs. Examples of types of organisations to which we may disclose your personal information include:

- Doctors or other medical services in cases of emergency
- Organisations providing information technology services
- Our professional advisers, including our accountants, auditors and solicitors;
- Organisations providing mailing services and printing our standard magazines newsletters and documents.

We will also disclose your personal information in circumstances where there are statutory obligations or are required at law to do so.

You Can Access Your Personal Information

You have a right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, please let us know. You may be required to put your request in writing or provide evidence of your identity for security reasons.

Newlife reserves the right to charge a fee for searching for and providing access to your information.

Help Us to Ensure That We Hold Accurate information

Newlife takes all reasonable precautions to ensure that the personal information we collect, use and distribute is accurate, complete and up to date. However, the accuracy of that information depends to a large extent on the information you provide. That is why we recommend that you:

- Let us know if there are any errors in your personal information.
- Keep us up to date with changes to personal information such as your phone number or address.

What to Do if You Have a Privacy Complaint

Newlife is committed to resolving privacy complaints as quickly as possible. Our aim is to assist you by reaching a satisfactory solution as soon as possible. If you have a complaint or concern about privacy at Newlife please contact the Newlife Office (see below) or the Presbyterian Church of Queensland Privacy Manager.