

POLICY STATEMENT

The Pastors of BDBC, Church Council Members, Elders, Church Administrator, Deacons, Ministry Team Leaders, and Church Office Staff acknowledge and take seriously their obligations under the Acts (see below) to ensure privacy of information collected and stored in the provision of ministry and pastoral care services. Staff and Volunteers are informed of their responsibilities to maintain privacy at induction and documented in written position descriptions.

The Queensland Privacy Act 2009 provides the right for individuals to have their personal information collected and handled in accordance with certain rules of 'privacy principles' and Beenleigh District Baptist Church (BDBC) acknowledge their duty of care to their congregation and others involved in any ministry within the church.

1. PURPOSE AND SCOPE

This policy details the responsibility of BDBC for maintaining privacy of personal information that is collected in the provision of ministry and pastoral care services to meet the requirements of legislation. The policy covers all information gleaned from members from the *Connect Cards* viewed as the entry point into the Church, prayer card collected from all attendees during the service and financial information obtained from direct debits. It also includes information obtained for membership and the electronic information stored in Elvanto.

This Policy **does not** cover the collection of information relating to children or vulnerable persons for ministry purposes. The management of these records is detailed in the BDBC Child Safety Policy CP-04.

2. RESPONSIBILITIES

- Senior Pastor & Pastors
- Church Council
- Elders
- Deacons
- Ministry Team Leaders
- Church Administrator and Volunteers.

3. REFERENCES

Queensland Privacy Act, 2009. It should be noted that full compliance with this Act is not required for smaller organisations like Beenleigh Baptist Church. However, the Church does wish to utilise the principles of this policy to ensure it has best practice policies.

Queensland Privacy Principles Act, 2009.

BDBC Child Safety Policy CP-04.

4. DEFINITIONS

- 4.1. **Elvanto** – a software program used by BDBC to collect and store information relating to members, specific groups, and tithing information.
- 4.2. **Member of congregation** – Any person to whom a Pastor, or ministry team leader owes a duty of care in respect of the provision of ministry/pastoral care services.
- 4.3. **Personal information** - collected for the purposes of the provision of ministry/pastoral care. This will generally include information relating to name, address, phone numbers and family members. It may also include personal information relating to issues surrounding, but not limited to, family circumstances such as relationships, divorce and financial situation.
- 4.4. **Privacy Law** - refers to the laws that deal with the regulation, storing and using of personally identifiable information, personal health care and financial information which can be collected by governments, public and private organisations, or other individuals.
- 4.5. **Information Privacy principles (IPP)** - from **one to eleven** are set out in the Information Privacy Act 2009 (Qld) IP Act and regulates how agencies collect, store, use and disclose personal information.

5. PROCEDURE

5.1 COLLECTION OF PERSONAL INFORMATION- IPP 1-3

Information collected in the provision of ministry services will be for lawful and fair reasons. The collection of personal information will be for relevant reasons relating to the provision of ministry and pastoral care only. Information in BDBC is collected from the following sources:

1. Personal information relating to members of the Church Congregation i.e., immediate members through visitation and/or 'one to one' support services.
2. Information collected by the First Impressions Team (F.I.T.) using Connect Cards.
3. Pastoral Care ministry through home visitation and telephone calls.
4. Information provided by members for the Church Prayer Chain and prayer by Pastors.
5. Information obtained from Prayer Cards is entered into Elvanto and distributed (when requested) to the Pastoral Care team, then destroyed by shredding
6. Participants in Church Life Groups.
7. Personal information collected by the Church Office for church attendance registers (ELVANTO) such as emails and/or telephone numbers.
8. Information supplied from members is published on Elvanto Church Site (unless a person requests that this not be done).
9. New members applying for, or transferring membership, provide personal information on the Application for Church Membership Form CF-04 and when received into membership a signed Agreement to Fellowship Form CF-01 is completed.

5.2 STORAGE AND SECURITY OF PERSONAL INFORMATION – IPP 4-5

1. Personal information relating to members and employees are stored in the Church Office. Church membership records are retained in hard (as well as electronic copy) and are stored on the bookshelf, access is by Pastors and Church Office Staff only. Persons with legitimate key access to the Office are the Senior Pastor, Elders, Deacons, Administrator and Church Office Staff.

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2. Personal files relating to the Associate Minister, Administrator and Office Staff (paid employees) are retained by the Senior Pastor.
3. Where appropriate the Senior Pastor should ensure that any confidential papers are tabled at Elders' Meetings rather than circulated by email and any copies are collected and destroyed at the end of the Meeting.

5.3 MANAGEMENT OF ELECTRONIC INFORMATION – IPP 4-5

- 1 The Senior Pastor is the nominated Data Manager who authorises access to global groups within Elvanto and manages the security of User Groups. The Senior Pastor will determine level of access required to Elvanto per individual. Access to computers is by password and the Church will protect the privacy, integrity, and confidentiality of the electronic information that it holds by allowing only authorised access to that information by staff, remote access users or voluntary team members.
- 2 The Pastors, Church Administrator, and / or any voluntary team member are responsible for seeing premises are secure and suitable arrangements are in place to maintain security of confidential and sensitive documents.

5.4 ACCESS, AMENDMENT AND USE OF PERSONAL INFORMATION – IPP -6-7

Amendments to personal information shall be made by request from members. (Eg. Update of contact details including email address.) Requests that are made electronically via email, text or message from members should be validated with the member via phone call or face to face prior to any changes being made to such information.

BDBC will ensure that access and amendment of documents containing personal information will be by authorised persons only. Pastors, Elders, Deacons, Church Administrator, Voluntary office Staff and Ministry Team Leaders will **never**:

1. Use official information without proper authority or for purposes that breach privacy law.

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2. Use or disclose official information acquired in the course of your employment outside of the workplace or professional relationships unless required by law or given proper authority to do this.
3. All staff must ensure that confidential information is only discussed with people who are authorised to have access to it (either within or outside the Church). It is considered a serious offence to deliberately release confidential documents or information to unauthorised persons.

5.5 USE AND DISCLOSURE OF PERSONAL INFORMATION – IPP 8-11

- 1 The Church will maintain the accuracy of information obtained. Updated personal information will be entered into Elvanto when this information is received and validated. The provision of this information is seen as ‘implied consent’ to incorporate their phone details in the members section of Elvanto. Anyone who does not want their phone numbers disclosed in this section must inform the Church Office.
2. BDBC will ensure that the disclosure of any information relating to members will only be made with the member’s permission. Phone numbers or email addresses will not be given without the permission of the member.
3. However, information regarding employment will be provided to external bodies (e.g. Superannuation and the Taxation Department).

6. RECORDS GENERATED

- **Records of Membership** are printed quarterly and filed in the Church Meetings’ Folder. They are retained indefinitely as permanent quality records.
- **Membership Folder** with roll numbers are retained indefinitely as permanent quality records.
- **Church Directory** is retained indefinitely as permanent quality records.
- **Employee Records** are retained indefinitely.

7. REVISION & APPROVAL HISTORY

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Date	Revision No.	Author and Approval
April 2020	Draft 1	Rose Gavin Administrator, (Voluntary)
April 2020	0	Approved by Ps. Steve Twible, Paul Stallard, Elder/Deacon and Rose Gavin Administrator, (Voluntary).
September 2020	1	Changes made to Section 5.1.7 and 5.1.8 regarding collection of personal information. Changes to Section 5.5.1 Removal of Church Bulletin and inclusion of information retained in Elvanto. Approved for release by Rose Gavin, Voluntary Administrator.
December 2021	2	Changes made to Section 5.3 regarding level of access to Elvanto Approved for release by Katie Davis, Church Administrator.
August 2022	3	Minor changes only to include Restore Church made by Rose Gavin, Volunteer Administration. Approved by Ps Steve Twible and Katie Davis, Church Administrator
July 2023	4	Changes to Sections 1 and 5 to include Restore House made and approved by Katie Davis, Administrator
Aug 2025	5	References to Restore removed. Updates to contacts. Addition of validation of requests for updates of personal information by members. Changes made by C Torr. Approved by C Council.