



MCSI PRIVACY POLICY

This document is the Privacy Policy of Melbourne CSI Church (MCSI).

Introduction

MCSI is a fellowship of Christian believers who are committed to caring for each other, as well as those outside the fellowship.

As part of that care, MCSI is committed to handling personal and confidential information appropriately. As MCSI's Privacy Policy, this document outlines how MCSI manages personal and confidential information, and other issues related to privacy.¹ This policy applies to MCSI staff and volunteers.

Why does MCSI collect, hold, use and disclose personal information?

MCSI collects personal information for the following reasons:²

- ♣ To communicate with its members and others who have expressed an interest in MCSI's activities, including about weekly gatherings and other upcoming events;
- ♣ To minister to its members and to other people seeking assistance;
- ♣ To facilitate appropriate communication amongst its members, through the MCSI email and WhatsApp;
- ♣ To ensure proper financial accounting, including the issuing of receipts where applicable; and
- ♣ To fulfil MCSI's obligations as a charitable organisation.

How is personal information collected?

Personal information is generally collected directly from the individual. For example, an individual may speak with staff on the phone, communicate through correspondence (by letter, email or completing a form) or by face to face contact.

In some circumstances, information about an individual may be provided by somebody else. For example, a family member might ask for prayer for a sick family member, and for this prayer request to be passed on. In such a case, if the family member making the request gives permission, the prayer request may be included in a publication, such as a list of prayer points.

What kinds of personal information are collected?

Typically, the type of information collected about individuals is name, age, date of birth, occupation, mailing address, phone number(s), and email address. MCSI also collects information as required by proper financial accounting, that is, information related to donors of money.

¹ This document is a privacy policy in accordance with Australian Privacy Principle 1 in Schedule 1 of the Privacy Act 1988 (Cth).

² MCSI holds, uses and discloses personal information for the same reasons.



MCSI collects health information with people's consent when running certain activities, to ensure that these activities are safely run. Otherwise, MCSI collects information about individuals that is relevant to a fellowship of Christian believers, including prayer requests, and information relevant to births, marriages and deaths.

How is personal information stored or held?

MCSI uses a database in Microsoft Excel to store most personal information. This file is stored in a secure church storage drive. A hardcopy of these information is stored in a secured cabinet in the church office.

Privacy Officer

The Privacy Officer is the Secretary of the Church who is responsible to the General Body for monitoring and reporting on the implementation of this policy, recommending changes to this policy, and for oversight of the investigation and resolution of any alleged breaches of this policy.

MCSI's Privacy Officer can be contacted by email or post:

secretary@melbournecsichurch.org.au

Privacy Officer

Melbourne CSI Church

334 High Street

Ashburton VIC 3147

How can individuals access information held about them?

An individual can gain access to the information which MCSI holds related to them by requesting it from the MCSI Privacy Officer.

MCSI encourages its members to review and update their personal details in MCSI's records each year prior to the annual general body meeting. Individuals, whether members or not, are encouraged to advise MCSI of changes to their personal information, particularly contact details, at any time, by contacting the MCSI office. The MCSI office can be contacted by telephone on (03) 9885 4862.

Complaints

Complaints about privacy may be made in writing to the MCSI Privacy Officer. Upon receipt of a complaint, the MCSI Privacy Officer will commence an investigation into the complaint, either personally, or by appointing an appropriate delegate to conduct the investigation. Complaints will be handled confidentially, except insofar as disclosure of the complaint is necessary to investigate the complaint, and for reporting/notification purposes. Complainants will be notified of the outcome of their complaint in writing.



Availability of this policy

A current copy of this policy is available on the MCSI website. A hard copy will be provided free of charge upon request.

As far as is reasonably practicable, the following wording will be included on any forms MCSI uses to collect personal information:

Information collected is handled in accordance with the MCSI Privacy Policy available at www.melbournecsichurch.org.au

Review of the policy

The policy will be reviewed every two years by the pastorate committee based on the feedback from the congregation.

Amendment review

If there are any concerns raised or feedback received on this version of the policy, the committee will facilitate the review process and amend the policy accordingly.

Date of last review: May 2023

Date policy last updated: November 2020

Date of next review: April 2025