

# PRIVACY & SECURITY



C3 Hepburn Heights

As an organisation, C3 Church Hepburn Heights (including our campuses and external outreach programs) must follow the Australia Privacy Principles as outlined in the Privacy Amendment Act 2012. These principles are created to protect the confidentiality of information and the privacy of individuals by regulating the way personal information is managed. This site is owned and operated by C3 Church Hepburn Heights (Hereafter referred to as C3HH). We treat your privacy with the utmost importance. At C3HH, we want to make your experience online and elsewhere safe & secure.

There are certain types of information we gather about our users and members (We think it's a good idea we let you know our policy and the terms and conditions relating to the capture and use of your information). Below we explain what information we gather & how we use it.

## INFORMATION C3HH GATHERS, USES AND TRACKS.

C3HH gathers 4 types of information:

- 1) Users and members can be asked from time to time to fill in forms providing various forms of contact information. This information can be stored on an internal church database and will be used only in the way as outlined when collected. This also extends to electronic newsletter sign up or emails containing information for upcoming events.
- 2) When making an online donation, contribution, or when booking for a conference certain information is collected. This information can include payment details, credit card numbers and other sensitive details. Under no circumstance does C3HH make available any information about an individual user to a third party.
- 3) Information can be gathered via our website. This is in the form of aggregated tracking information. Websites tally page views but as statistical data only & doesn't contain personal information. C3HH gathers this information to allow us to better tailor our content to what people want to see, read and access. This is only used internally by C3HH.
- 4) Some of our services and church related activities are recorded and/or photographed. Images of people attending or who are involved in our services and church related activities may be used or shown. These may be used in video productions or printed material for the purposes of promotion and presentation of C3HH. If we wish to use your image, permission will be sought via a photographic or video release.

## C3HH GATHERS USER INFORMATION AS FOLLOWS:

### Payment Information

We offer the following services, which require submission of personal information by users. These are optional for the purposes as outlined. Users don't have to use these methods to successfully use the site:

#### 1) ONLINE GIVING

When giving online through our payment system users are required to add personal information to successfully make a payment. These details are for use by C3HH only & used only for the purposes of correct allocation of giving. Under no circumstances will C3HH sell, share or divulge any information about an individual giver to a third party. No details are kept on file. This includes our Tithe.ly option of giving via mobile phone. No information is collected and it is in essence an anonymous method of giving using only your mobile number when transmitting. These numbers are not recorded.

#### 2) EVENT/CONFERENCE BOOKING SYSTEM

When booking for conferences online users are required to supply personal information to successfully complete the transaction. These details are used by C3HH for the sole purpose of the event and your registration to the event. Information gathered will be used leading up to and during the event for registration sign in and other functions solely related to the event. Email confirmation will be sent once your transaction has been received and processed. These details extend to all departments of C3HH including C3 Youth.

#### 3) CREDIT CARD PAYMENTS

All credit card payments are received and processed via a secure banking gateway. No information from this transaction is stored or kept on file. The information is captured in an online form but only retains the cardholder's details. It will not capture card details and no subsequent transactions can or will be processed. Secure banking guarantees the security of your card and details of your account. C3HH gathers no credit card information through our site.

## OPTIONAL VOLUNTARY INFORMATION

These free services require some type of voluntary submission of personal information by users:

#### 1) ELECTRONIC NEWSLETTERS

We offer a free electronic newsletter called 'The Latest' to members & site users on request. C3HH gathers the email addresses of these users who voluntarily subscribe. Church members who provide their email details for our database will receive this newsletter by default. Users and members can remove themselves from receiving this newsletter by clicking a link provided on each newsletter emailed out. This will go to a subscription management page.

## 2) "E-MAIL THIS TO A FRIEND" POLICY

Our subscribers, members and users can choose to electronically forward a newsletter, link, page, document or invite to a third party by clicking 'e-mail this to a friend'. When doing this the user must provide their email address as well as that of the third party recipient. This information isn't stored and is only used to let the recipient know who sent the email to them. The recipient would need to voluntarily subscribe to receive any further correspondence.

## USE OF INFORMATION

The church will collect general information about you. This could include your name, address and contact details so the church can contact you. This information is given voluntarily. This information will only be shared internally with the sole purpose of contacting you as a user or member of C3HH. We will never share your details with outside advertisers, marketing companies, sponsors or partners.

## SECURITY OF INFORMATION

Any general information about you is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When general information about you is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy it.

## ACCESS

You may access general information about you we hold, to view, update and/or correct. If you wish to access this information, please contact us in writing.

## IN-CHURCH DIRECTORY UPDATES

During the year C3HH will conduct directory updates. This is for the purpose of updating details of members currently in our database. It is also to capture information about new members. This information is gathered voluntarily for the purposes of in-house contact by pastors and volunteers of C3HH. Any email addresses gathered will be used to send out correspondence to members. This will come in the form of newsletters, rosters, upcoming events information. This extends to mobile numbers. All information is kept securely and used for the purposes it was requested.

## OPT OUT POLICY

Should you wish to opt out of any correspondence or to receive any emails, newsletters, phone calls or contact from C3HH, by law we must oblige. Please email [info@c3hh.com.au](mailto:info@c3hh.com.au) to advise of your decision or to discuss further.

## COMPLAINTS AND UPDATES TO INFORMATION

If you wish to update incorrect information or feel in any way we have breached the Australian Privacy Act in some way, please contact C3HH at [info@c3hh.com.au](mailto:info@c3hh.com.au) to lodge your concern. We will respond within a reasonable period.

## YOUR CONSENT

By using this site, you consent to the collection and use of this information by C3HH. If we decide to change our privacy policy, we will post those changes on this page so that you are always aware of the information we collect, how we use it and under what circumstances we disclose it.