

### **What to Do if You Have a Privacy Complaint**

PCQ 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 PCQ, please contact the PCQ Privacy Manager.

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

Office of the Federal Privacy Commissioner  
GPO Box 5218  
SYDNEY NSW 2042

Telephone: 1300 363 992  
Facsimile: (02) 9284 9666  
Email: [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au)

### **Changes To This Policy**

PCQ 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 PCQ Privacy Manager or download the policy from our website.

### **How To Contact PCQ About Privacy**

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

PCQ Privacy Manager  
Level 4, 19 Lang Parade  
MILTON QLD 4064

Or write to us at:

PO Box 1351  
Milton LPO Qld 4064  
Telephone: (07) 3716 2800  
Facsimile: (07) 3716 2810  
Email: [privacy@pcq.org.au](mailto:privacy@pcq.org.au)

# **Privacy Policy**



**For the  
Presbyterian Church of Queensland**

## **Our Privacy Commitment**

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 the PCQ 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 PCQ 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
- ♦ Tax file number
- ♦ Bank account details
- ♦ Place of birth
- ♦ Date of marriage
- ♦ Date of baptism

## **How We Collect Personal Information**

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

- ♦ Directly from you when you provide information by telephone or in documents such as camp registration 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.

## **Disclosure of Your Personal Information to Other Parties**

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

- ♦ Doctors or other medical services in cases of emergency;
- ♦ Outsourced service providers (e.g. payroll services);
- ♦ Our bank, when depositing funds to your account;
- ♦ Organisations providing information technology services;
- ♦ Our professional advisers, including our accountants, auditors, and solicitors; and
- ♦ Organisations providing mailing services, and printing our standard magazines, newsletters and documents.

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

The Presbyterian Church acknowledges that information and/or images may be disclosed by third parties on Social Media platforms without the knowledge or consent of the Church. However, such information and/or images will be removed from all Social Media platforms controlled by the Presbyterian Church upon request.

## **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.

PCQ 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**

PCQ takes all reasonable precautions to ensure that the personal information we collect, use and disclose 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, and
- ♦ Keep us up-to-date with changes to personal information such as your phone number or address.