



The House of Prayer
318 Ritchie Road, Pallara
Queensland, Australia, 4110
pH: (07)3372 8632

Web: www.thehouseofprayer.org.au
Email: admin@thehouseofprayer.org.au
Facebook: www.facebook.com/THOPBrisbane

Privacy Policy

Purpose:

The House of Prayer ABN 23 199 241 509 ("THOP") recognises that the right to privacy of all people is very important.

The purpose of this Privacy Policy is to stipulate our reasons, purposes, processes and use of personal information collected, and how this information is protected. This Privacy Policy sets out the key elements of how we comply with the Australian Privacy Principles, particularly in terms of the treatment of personal information that we collect and/or hold. THOP must comply with the Australian Privacy Act, and the Australian Privacy Principles, as amended from time to time.

Overview:

The House of Prayer (hereinafter referred to as 'the Church') respects and upholds the rights to privacy protection under the National Privacy Principles contained in the Privacy Act 1988 (as amended).

We collect your personal details to administer your relationship with the Church, to provide any personal ministry, and/or provide you with information on the Church, its events and other ministries or departments.

We only collect information where it is necessary to do so in order to provide a service to you or where we are required by law to do so (for example, staff superannuation and taxation information). Without your personal details we may not be able to interact with you or provide you with ministry opportunities.

Acknowledgement of our Privacy Policy:

Our obligations under the Privacy Amendment (Enhancing Privacy Protection) Act 2012 is to comply with the Australian Privacy Principle 1.4 which requires us to set out our



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policies on the management of personal information in a clearly expressed document which is free of charge to anyone who asks for it.

Without limiting the generality of the above statement, a person's use of The House of Prayer's website constitutes an acknowledgement that they have been made aware of our privacy policy.

Should there be, in any specific case, any inconsistency between this statement and the Act, this statement shall be interpreted, in respect of that case, to give effect to, and comply with the legislation.

Information We Collect & Hold:

Personal Information means information we hold about you from which your identity is either apparent or can be reasonably determined. In relation to the management of our Church Website, the Church may collect non-personal information from you, such as browser type, operating system, and web pages visited to help us manage our website.

The Church will collect general information about you, such as your name, address, telephone number and email address so the Church can contact you. We may also collect this and other types of personal and sensitive information during the course of dealing with you, such as health information or information about your beliefs, relevant to the services or assistance you have requested from the Church.

Where practicable, the purpose for which we collect personal information will be made clear at the time of collection. If you do not provide us with certain information, we may be unable to provide you with access to some of our services or the assistance you have requested.

We endeavour to keep personal information up to date and accurate. We will also endeavour to protect your personal information from misuse, loss or unauthorised access, modification or unauthorised disclosure.



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Photographs, Video Recording & Security Camera's

Also, a vast majority of our Church Services & Conferences are photographed and recorded. Testimonials, Dedication and Baptism Services, and Leadership Meetings are further examples of recordings that may be made by the Church. Images of people attending and participating in our services and/or conferences, or other recordings, for example as above, may be used or shown in part for promotional purposes, resource material and commercial activities.

By attending such church services and/or conference sessions, or being involved in testimonials for example, you agree to The House of Prayer using your image and personal information in these recordings.

To increase security for people and the Church's property and facilities, CCTV cameras could be installed in some public areas. If so, any data collected will only be used for legitimate security reasons and in accordance with this Privacy Policy and not published for any other reason.

Access to your Personal Information:

The House of Prayer will, upon your request, and subject to applicable privacy laws, provide you with access to your personal information that is held by us. However, we ask that you identify, as clearly as possible, the type/s of information requested.

The House of Prayer will deal with your request to provide access to your personal information in a reasonable time of receipt of your request. If you want a copy of this information, you can request it by contacting the Church's Privacy Officer. You can request us to modify your personal data if you believe it is not accurate, complete or up to date.

Exceptions:

Your right to access your personal information is not absolute. In certain circumstances, the law permits us to refuse your request to provide you with access to your personal information, such as circumstances where:



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- Access would pose a serious threat to the life or health of any individual;
- Access would have an unreasonable impact on the privacy or others;
- The request is frivolous or vexatious;
- The information relates to a commercially sensitive decision-making process;
- Access would be unlawful; or
- Access may prejudice enforcement activities, a security function or commercial negotiations.

The Purpose for which we collect, hold, use and disclose Personal Information:

Generally, The House of Prayer will collect personal information directly from you, and only to the extent necessary to provide a product or service, or to carry out our internal administrative operations. If you provide your personal information to the Church, you consent to being contacted generally for Pastoral Care and Follow Up by The House of Prayer. The personal information you provide to the Church may be shared within The House of Prayer for the development of other products and services of the Church, and to improve our general ability to assist church members, attendees and the wider community.

We may collect personal information from you when:

- You fill in an application form, or register for a conference or event;
- Deal with us over the telephone;
- E-mail us;
- Ask us to contact you after visiting our website; or
- Have contact with us in person.

We use personal information you provide only for the purposes consistent with the reason you provided it, or for a directly related purpose.



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Disclosure:

Generally, we will not use your personal information to market to you unless we have either your implied or express consent but in situations where it is impractical to obtain your prior consent, you have an ability to opt out of such future communications.

We do not share your personal information with other organisations unless you give us your express consent, or where sharing is otherwise required or permitted by law, or where this is necessary on a temporary basis to enable our contractors to perform specific functions.

Other reasons for third party disclosures are further explained, and include:

1. on a confidential basis to appropriate members of the Church or to those who have regular contact with the Church in connection with the Church's activities in order to provide a service to you,
2. on a confidential basis to agents and other service providers that the Church uses in the operations of its activities,
3. where disclosure is required or authorised by or under law, or
4. with your prior consent (for example, in a church directory).

You may also be able to transact with us anonymously where this is lawful and practicable. We will collect personal information from you by lawful and fair means and not in an unreasonably intrusive way.

Direct marketing and your privacy:

From time to time we may use the personal information we collect from you to advise you of, for example, conferences, events, products and/or services, which we believe may be of interest to you. We may then contact you to let you know about these products and services and how they may benefit you. We will generally only do this with your consent, and you are able to opt out of receiving such information in the future.



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Direct mail:

Where we use your personal information to send you marketing information via the post we may do so with your implied consent or, if this is impracticable, you are able to opt out of receiving such future communications.

Electronic marketing:

Where we use your personal information to send you marketing information by e-mail, SMS, MMS or other electronic means, we may do so with your express or implied consent. You may give us your express consent by, for example, ticking a box on an electronic or paper form where we seek your permission to send you electronic or other marketing information. Consent may be implied from our existing business relationship or where you have directly or indirectly provided us with your electronic address.

Your privacy preferences and choices:

You may contact us at any time to opt out of receiving personalised marketing contacts from The House of Prayer. You may also instruct us at any time to remove any previous consent you provided to receive marketing communications from us.

Use of third-party service providers:

When we temporarily provide personal information to companies who perform services for us, such as specialist information technology companies, mail houses or other contractors to The House of Prayer, we require those companies to protect your personal information as diligently as we do.

Data Storage:

Personal information is stored in a secure server or secure files. If any personal information collected by the Church is stored or managed by a third party on behalf of the Church, the Church will take all reasonable steps to ensure that the personal information



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will be held, used and disclosed by the third party consistently with the National Privacy Principles. The service provider managing the information for the Church may store certain personal information outside Australia. You consent to the transfer of your information outside Australia by submitting your personal information to the Church.

Online Security:

We have a public web site at www.thehouseofprayer.org.au which is available to anyone. There is no personal data stored on this site and the Church will not collect any personal information about visitors to the website except when they knowingly provide it.

The Internet is not a secure method of transmitting information. Accordingly, the Church cannot accept responsibility for the security of information you send to or receive from us over the Internet or for any unauthorised access or use of that information.

The Church is dedicated to keeping your details private. Any information, we collect in relation to you via online methods (email subscriptions, prayer requests, payments etc), is kept strictly secured. We do not pass on/sell/swap any of your personal details with anyone. We use this information to identify your requests, provide you with our regular newsletter (if you select to subscribe) and to personalise your bookings and updates with us; that's all.

We use various internet technologies to manage our website, Facebook pages and certain online products and services. We do not use these technologies to collect or store personal information unless you have opted in to such a feature.

Our Internet server logs the following information which is provided by your browser for statistical purposes only:

- The type of browser and operating system you are using
- Your Internet Service Provider and top-level domain name
- The address of any referring web site; and
- Your computer's IP address.



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All this information is used by the Church for aggregated statistical analyses or systems administration purposes only. No attempt will be made to identify users of their browsing activities, except where required by or under law.

Links to other sites

The House of Prayer's website may contain links to other external sites. We are ultimately not responsible for the privacy practises or the content of such external websites. We encourage you to read and understand the privacy policies on those websites prior to providing any information to them.

Policy Updates:

The Church may amend this Privacy Policy from time to time by having the amended version available on our website at www.thehouseofprayer.org.au. We suggest that you visit our website regularly to keep up to date with any changes.

Questions & Contact:

If you would like further information about the way The House of Prayer manages the personal information we hold or would like access to your personal information, please contact us by the following methods:

- by email: admin@thehouseofprayer.org.au,
- by post: The House of Prayer: 318 Ritchie Road, Pallara QLD 4110 Australia, or
- call: (07) 3372 8632



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Policy Compliance

- The Administrative and IT Departments will verify compliance to this policy through various methods, including but not limited to, periodic walk-thrus, email monitoring, business tool reports, internal and external audits and eventually feedback to The Core Leadership of the Church.
- Any exception to the policy must be approved by the Core Leadership of The House of Prayer in advance.
- Any staff/employee found to have violated this policy may be subject to disciplinary actions, up to and including termination of service.

AUTHORISATIONS & VERSION CONTROL

POLICY CREATED DATE	January 28, 2020
VERSION	01 of 01
LAST REVIEWED	January 28, 2020
NEXT REVIEW DATE (ON OR BEFORE)	January 28, 2023
SOURCE DOCUMENTS	Australian Government: Office of the Australian Information Commissioner (2020), <i>Australian Privacy Principles</i> . Retrieved 28/01/2020 from https://www.oaic.gov.au/privacy/australian-privacy-principles/ Privacy Act 1988 (Privacy Act)