



# Privacy Policy

Gateway Church Warrnambool, hitherto referred to as Gateway Church, abides by the privacy policy set out by the Australian Government, Privacy Policy Act 1988. The Church has adopted this Privacy Policy as we recognise the right of people to keep their personal information private. This Privacy Policy covers the Church's treatment of personally identifiable information that we collect or hold.

## The information we collect

All services (including various other activities) of Gateway Church are, at times, photographed. Images of the people attending or participating in the service (or other activity) may be used and shown on our website, resources and for other promotional purposes and commercial activities. By attending any service (or other activity) you agree to Gateway Church using your image in these recordings and photos.

In general, the personal information Gateway Church collects includes (but is not limited to) name, address and contact details, and, where relevant, financial information, including credit card information, and banking details.

We store personal information in our Gateway Church database. We obtain most personal information physically via connect cards at Gateway Church Sunday services and other events, and via our website and Elvanto (our church database online software) registration processes and updates to contact details.

The information collected may include some sensitive information (as defined by the Privacy Act), such as health information or information about your beliefs, relevant to the services or assistance you have requested from Gateway Church.

You may provide information when you request or acquire a product or service from the site [www.gatewaycoc.com.au](http://www.gatewaycoc.com.au), complete a survey or questionnaire, register for conferences or events, participate in forums or Gateway Church activities or complete other forms, or when you e-mail, telephone or in writing (for example if you contact the office or provide feedback).

Indirect collection: the site [www.gatewaycoc.com.au](http://www.gatewaycoc.com.au) endeavours to collect personal information about an individual only from that individual. In some circumstances the site [www.gatewaycoc.com.au](http://www.gatewaycoc.com.au) may obtain personal information from a third party. If you provide personal information about another person to the site [www.gatewaycoc.com.au](http://www.gatewaycoc.com.au) we strongly encourage you to inform the person that you have done so and provide them with a copy of this policy.

Information collect from Gateway Church will only be made available to our pastors, staff, leaders and pastoral care team. 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.

Users can generally visit the Gateway Church website without revealing who they are or other personal information unless they fill in a form. The Church will not collect any personal information about visitors to the website except when they knowingly provide it.

No website administered by Gateway Church will use cookies for collecting any detailed user information from the site. Our website does not currently use cookies, therefore we collect no information when you visit our website.

In the interests of security and safety, and the comfort of the Gateway Church community, we operate video cameras within and around Gateway Church premises.

## How we use your information

Primary Purpose: To enable the Gateway Church to function efficiently and effectively and to assist Gateway Church in community activities.

We state that we only use the information for the purpose we disclose at the time of collection, or as otherwise set out in the Privacy Policy. We do not share any personal information about individuals with other government agencies, organisations or anyone unless the individual has consented, is required or authorised by law, or may prevent or lessen a threat to somebody's life or health.

We also state we will generally only use and disclose personal information as follows:

1. To establish and maintain your involvement with Gateway Church, including providing newsletters.
2. To provide products or services you have requested from Gateway Church.
3. To answer your enquiry.
4. To register for events and conferences.
5. To assist Gateway Church to make our sites, services and products more valuable to our community.
6. For direct promotion of products or services, and to keep people informed of new developments we believe may be of interest to you.
7. With third parties who assist us to operate Gateway Church and provide the products or services you have requested.
8. With different parts of Gateway Church to enable the development and promotion of other products and services and to improve our general ability to assist Gateway Church attendees and the wider community.

## Access your information

People can:

- Request access to the personal information Gateway Church holds about you by contacting the office on 03 5562 0244 or by mail to Gateway Church, PO

Box 291 Warrnambool, Vic 3280. You will need to verify your identify and specify what information you require. Gateway Church may charge a fee to cover costs incurred to provide the information.

- Contact us if they wish to change any information.
- We will take reasonable steps to correct any information.
- We will delete personal information when requested wherever practical to do so.
- We may refuse requests for access to, to amend or delete information in certain circumstances, however, will provide a reason why, and note on your record that you disputed its accuracy.

## Security

- The church will take reasonable steps to keep secure any personal information.
- We state that the internet is not secure, and we cannot accept responsibility for security of information received this way.

## Third party links and advertising

Hyperlinks and pointers to websites operated by third parties will appear on our site [www.gateway.com.au](http://www.gateway.com.au) or on Gateway Church's social media platforms from time to time. These websites do not form part of Gateway Church and are not under the control of the site [www.gatewaycoc.com.au](http://www.gatewaycoc.com.au) or its related bodies corporate and neither the site [www.gatewaycoc.com.au](http://www.gatewaycoc.com.au) nor its related bodies corporate have any responsibility for the contents of any such hyperlink or linked website. If you link to any such websites you leave the site [www.gatewaycoc.com.au](http://www.gatewaycoc.com.au) and do so entirely at your own risk.

The site [www.gatewaycoc.com.au](http://www.gatewaycoc.com.au) may display third party hyperlinks and pointers. The display of such hyperlinks and pointers does not in any way imply a recommendation or endorsement by the site [www.gatewaycoc.com.au](http://www.gatewaycoc.com.au) or its related bodies corporate of the relevant website, its products or services or any such linked website.

If you contact a third-party using functionality provided on the site [www.gatewaycoc.com.au](http://www.gatewaycoc.com.au) including via e-mail, the site [www.gatewaycoc.com.au](http://www.gatewaycoc.com.au) accepts no responsibility for any actions taken by that third party in response to your communication or for any transactions entered into between you and the relevant third party.

## Changes to this privacy policy

Gateway Church may amend this Privacy Policy from time to time by having the amended version available at the Church office or on our website at [www.gatewaycoc.com.au](http://www.gatewaycoc.com.au). We suggest that you visit our website regularly to keep up to date with any changes.