

Privacy Policy

Policy Statement

Coastal Bible Church Ltd takes the privacy of individuals very seriously. This Privacy Policy recognises every person's right to keep their personal information private. It outlines how Coastal Bible Church Ltd collects, uses, discloses, transfers, stores, retains, and otherwise processes individuals' information — whether provided through our website, connect or campaign cards, Kids/Youth registration forms, or obtained directly by any other means.

All information will be handled in accordance with the law, including the **Commonwealth Privacy Act 1988**.

Why We Collect Personal Information

As a church, our desire is for you to know and love Jesus, grow as His disciple, engage meaningfully in community, and joyfully partner with us to see the gospel go forth.

To do this, we collect information about you — always with your **consent** or because we are required to do so by law. This allows us to:

- Serve and communicate with you effectively
- Manage church operations
- Measure the health and characteristics of our community

We do **not** collect or hold personal information for purposes outside serving you within our church community.

You may choose to remain anonymous; however, this may limit our ability to communicate with or serve you. Please note that our services and events may be recorded.

To participate as a volunteer, enrol children/youth in ministries, or take part in certain activities, relevant personal information may be required for safety and compliance purposes.

How Personal Information Is Collected

Personal data may be collected when individuals interact with Coastal Bible Church Ltd. Examples include (but are not limited to):

- Visiting our website
- Making donations
- Registering for a church event or volunteering
- Providing contact details to staff or volunteers
- Participating in small groups or Gospel Communities
- Contacting us via email, text, letter, or phone
- Engaging on social media platforms (Facebook, YouTube, Instagram, WhatsApp, etc.)
- Submitting prayer requests
- Registering children or youth for ministries or camps
- Completing incident, injury, or hazard reports

Types of Information Collected

Personal Information

- Name, title, and date of birth
- Contact details (address, email, phone number)
- Demographic information (marital status, nationality, education, employment)
- Financial details (donation history, bank details)
- Family and household information
- Employee and volunteer data (qualifications, experience, languages)
- Records of contact or communication
- Photographs taken or provided during church events

Sensitive / Special Category Information

We may also collect and store information such as:

- Health details (for pastoral care or event attendance)
- Religious affiliation, attendance, or faith decisions
- Baptism details
- Prayer requests

Images, Video, and Sound

Coastal Bible Church services and events may be recorded (audio, video, and images). Recordings may be used in livestreams, promotional materials, or future events.

By attending a Coastal Bible Church event, you consent to the use of your image and voice for these purposes. Security cameras may also operate within and around Coastal Bible Church premises.

How We Use and Disclose Information

Personal information will always be handled lawfully and never sold or given away. It will only be shared with others where consent is given or where it is contractually or legally required.

We Use Personal Information To:

- Keep individuals informed of church services, events, and activities
- Promote the mission and charitable work of Coastal Bible Church Ltd
- Manage staff, volunteers, and operations
- Process donations and related financial obligations
- Maintain involvement records (attendance, volunteering, donations, etc.)
- Respond to inquiries or complaints
- Register individuals for events, conferences, or camps
- Improve our ability to serve our community

Legal Basis for Processing Personal Information

Coastal Bible Church Ltd will only process personal information where there is a lawful basis to do so, including:

- Legitimate interest as a registered Christian charity
- Fulfilling a contractual relationship (e.g., event registration)
- With your explicit consent
- Compliance with legal obligations
- Protection of vital interests (e.g., in pastoral or emergency situations)
- Processing sensitive data relevant to a not-for-profit religious organisation
- With consent for communication via email, phone, or text

Security of Your Information

Personal information is stored securely in both digital and physical formats.

- **Electronic Data:** stored in secure cloud-based platforms (e.g., Gmail, Google Drive, Elvanto, Tithe.ly).
- **Paper Forms:** transferred to secure digital systems and shredded once uploaded.

Third-party service providers are used under strict agreements to ensure compliance with data protection laws.

Individuals are responsible for keeping passwords and access details confidential.

Retention of Information

We retain personal information only as long as necessary for legal or operational purposes.

If you opt out of communication, we keep only minimal data to ensure no further contact is made. Certain information may be retained to comply with law or regulation.

Individuals' Rights

You have the right to:

- Request access to the personal information we hold about you
- Correct or update your information
- Withdraw consent at any time
- Request deletion of your information
- Object to certain types of processing (e.g., marketing)

Requests can be made by contacting a Coastal Bible Church Church staff member or the Operations Director. If a request is refused, you will receive a written explanation.

Links and Social Media

Our communications may contain links to other websites or social media platforms (Facebook, Instagram, YouTube, WhatsApp, etc.). Coastal Bible Church Ltd is not responsible for the content or privacy practices of these external sites.

We do not request passwords or personal details via social media.

Changes to This Policy

Coastal Bible Church Ltd may amend this Privacy Policy periodically to reflect updates in law, best practice, or operational needs.

Contacting Coastal Bible Church Ltd

If you have comments, questions, or concerns regarding this Privacy Policy or how your data has been handled, please contact:

Company Secretary

 info@coastalbible.church

 **PO Box 700, Mermaid Beach QLD 4218**

If you believe your privacy has not been handled in accordance with this policy, please refer to the **Coastal Bible Church Complaints Policy and Procedure**.