

Privacy Policy

About this Policy

Introduction

This privacy policy will give you a more comprehensive explanation of how your data is handled by Hope Church. If there is anything that is not clear from this privacy policy, please feel free to email us at office@hope-church.com.au.

Our Principles

We have a simple approach to data protection and privacy which adheres to the [13 Australian Privacy Principles](#).

Our obligations under the *Privacy Act 1988* (Privacy Act):

- This privacy policy sets out how we comply with our obligations under the Privacy Act. As an Australian based organisation, we are bound by the [Australian Privacy Principles](#) (APPs) in the Privacy Act which regulate how organisations may collect, use, disclose and store personal information, and how individuals may access and correct personal information held about them.
- In this privacy policy, 'personal information' has the same meaning as defined by [section 6 of the Privacy Act](#): information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Collection

We collect your personal information so that we can provide you with the products, services or information that we supply. This may include, but not limited to, your first name, last name, location, birthday, age, phone number, email address, postal address and payment details that you have provided when interacting with us. We may also collect information on how you use our website, your product preferences, opinions and other personal preferences. Other information that may be automatically collected when you visit our website include (without limitation) your Internet Service Provider (ISP), operating system, browser information, Internet Protocol (IP) address or other device identifiers, location and time/date stamp. At times, we may collect personal information from a third party or from a publicly available source, but only if you have consented to your information being used in this way, or would reasonably expect us to collect it in this way. We only collect this information from companies or sources that are allowed to disclose it to us. Below you will find a breakdown of the different ways your personal information is collected.

What we collect from you

Mailing list

If you sign up to one of our mailing lists, this means that you have opted-in and have consented to us sending you emails relating to the services or products we provide as a company. Don't worry, we won't spam you. We send all emails as per the guidelines set out by the Australian Communications and Media Authority.

User contact forms

When you fill out a contact form on our website, we will collect that information and use it to get in touch with you in response to your query. We may use the information to reach out to you to inform you of some of the services we provide, provided it is in line with your original query.

When you sign up with us and create a login with us

When you sign up to our website using your personal details, we will collect this personal information so that your user preferences are stored when you come back and login.

Credit card payments including PayPal

If you make a credit card payment on our website, please be aware that in some instances your credit card details may be made fully available to us so that we can process your payment. You can be rest assured that we destroy all credit card information the moment the payment has gone through.

If you pay on our website through a payment service such as PayPal, then we will only receive basic information and confirmation of payment. We will not have any access to your credit card details as these are handled by a third party payment provider, in line with their terms of use.

Contacting Support

If you contact us for technical, product or other website related support, we may retain that information on record so as to process your request as well as for training purposes. Such information may include the transcript, emails or other information which was relayed by you and Hope Church throughout the support request process.

What we collect and receive from others

- **Social Network widgets and buttons (Pinterest, Twitter etc)**

By clicking or using any social network widgets on our website, you understand that you do so in accordance with the terms and privacy policy of those services. 'Liking' or 'Following', and content posted using these widgets, may become visible to your social network.

- **Third party polling and survey plugins (GetFeedback, Survey Monkey etc)**

When you fill out polls or surveys on our website using GetFeedback, Survey Monkey, PollDaddy or another third party survey provider, please bear in mind that while we retain control of the data that you provide, all data provided is collected under the privacy policy of that provider and therefore may vary from provider to provider. We do our best to select providers who adhere to Australian privacy laws.

- **Maps/Video and other embedded content**

Embedded content such as Google Maps, YouTube videos etc. is embedded or placed on our website - it is not hosted on our servers and therefore any interaction with such services is done so in accordance with their privacy policy.

What we collect from your online activity

<https://www.hope-church.com.au/> uses cookies and other digital identifiers that fall into the following three categories:

- **Site performance indicators:** these give us information on how our website is used, so that we can make the necessary improvements or amendments to make your experience better.
- **Analytics Cookies:** these give us the statistics to understand how many people are on our website, which areas are popular and which areas we need to work on.
- **Advertising Cookies:** we use these cookies to understand what type of advertising would be better suited to someone like you. That way, you would receive ads that are more likely to be relevant to you.

Cookie rights: You can always disable the use of cookies by changing the security settings of your browser. However, please bear in mind that this may affect how some items are displayed on our website.

Direct Marketing

When it comes to direct marketing, no one likes being spammed. At Hope Church, we may use your personal information to send you advertising that is customised to your interests, characteristics or general location.

Opt-out: As with all direct marketing correspondence that you receive from us via email, there is always an unsubscribe button or link located at the bottom of the email. With this you can manage which messages you receive from us.

Cross-border Disclosure of Personal Information

Some of your personal information may be stored with or disclosed to other entities overseas (who are not in Australia or an external Territory) who are direct partners that assist us in providing our service. As per [APP 8](#), we have taken steps to ensure that the overseas recipient does not breach the Australian Privacy Principles.

Use and Disclosure

We only use personal information for the purpose which was requested of us, or for the purposes which directly relate to one of our functions or activities. We will not provide your personal information to other entities or bodies, or any other party unless one of the following applies (as per and in line with APP 6 - use and disclosure of personal information):

- You have consented.

- You would reasonably expect, or have been informed, that information of such kind would be passed on to those individuals, entities or bodies (for more information, see subclause 6.2).
- It is otherwise required or authorised by law, or reasonably necessary for the enforcement of a criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- It may prevent or lessen a serious and imminent threat to somebody's life or health.

Quality of Personal Information

We do our best to ensure your personal information is up to date and accurate at all times, as this allows us to deliver a better service to you. If any information we have on you needs to be corrected, please contact us via office@hope-church.com.au.

Data Security

We take active steps to protect the personal information we hold against loss, unauthorised access, use, modification or disclosure, and against other misuse. Furthermore, each and every Hope Church employee or agent must abide by this policy. While we cannot share with you details of the security systems and procedures we have in place for security reasons, if you have any questions, you can always contact us at office@hope-church.com.au.

Access and Correction

At Hope Church, we do everything we can to keep your personal information accurate. If you find that any information we hold about you is incorrect, you can contact us at office@hope-church.com.au, or as per the contact details below and we will endeavour to assist you with your questions. Please bear in mind that under Australian privacy laws, there may be situations where we cannot provide access to such personal information. For instance, if it would reasonably affect someone else's privacy or may pose a threat to someone's life, health or safety.

When no longer required or requested by you, all personal information is destroyed in a secure manner, unless required by law.

For any personal information that is collected by third parties, even when you are visiting our website, it is best to view their privacy policy and seek assistance from those parties directly.

Complaints Handling

If you have any complaints or feel that there has been a breach of the Australian Privacy Principles, or a registered APP code, you can contact us at office@hope-church.com.au or via another option below.

If you are not satisfied with the process of making a complaint to our office you may make a complaint to the Information Commissioner on the details below:

Office of the Australian Information Commissioner

Postal Address: GPO Box 5218 Sydney NSW 2001

Email: enquiries@oaic.gov.au

Telephone: 1300 363 992

Fax: 02 9284 9666

How to Contact Us

We understand that your personal information is important to you and are thrilled that you made it this far! If you have any questions or concerns about this policy or our practices you can get in touch with us in the following ways:

Postal Address: PO Box 137 Acacia Ridge QLD 4110

Email: office@hope-church.com.au

Phone: (+61 7) 3714 0300