



# PRIVACY POLICY

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## The Privacy Act

The Privacy Act 1988 (Cth) (Privacy Act) is the principal piece of Australian legislation protecting the handling of personal information. The Privacy Act promotes and protects the privacy of individuals and regulates how Australian Government agencies and organisations, handle personal information.

The Privacy Act includes 13 Australian Privacy Principles (APP). To find out more about these principles call the Office of the Privacy Commissioner on 1300 36 39 92 or visit their website <http://www.oaic.gov.au/>

The Melkite Catholic Eparchy of Australia, New Zealand, and All Oceania (ABN 91 078 159 510) and its related entities—the terms ‘we’, ‘us’, or ‘our’ in this policy refer to The Eparchy, and its parishes, committees, the ‘Melkite Charitable Foundation (MCF) and MCF International Charitable Works—respect and uphold your right to privacy protection in accordance with the APP. We are committed to protecting the personal information of our parishioners, clients, sponsors, partners, donors, supporters, and those we engage with.

Please read our **Privacy Policy** carefully as it explains how we collect, use, disclose, store, and update your personal information.

## Why we collect your personal information

The Eparchy collects personal information about you where it is reasonably necessary for us to perform one or more of our functions or activities and we generally notify you at the time of collection. Your personal information enables us to—

- deliver services to the community
- provide you with details of our Church-related activities, functions, issues and initiatives
- receive offerings and donations from you
- acknowledge receipt of and respond to emails, general correspondence, and communication with The Eparchy
- inform you of our educational classes and social programs
- carry out our fundraising work
- administer our internal functions and,
- improve our websites.

If we are not provided with the personal information that we request, The Eparchy may not be able to meet your requests or provide services to you.

When you give us personal information such as your name, address, age, and contact details we record it on our database and may use it to contact you in the future.

We are grateful to the individuals, Local, State/Territory and Federal Governments and businesses who provide financial support to allow us to continue our important work in the diocese.

We collect personal information about our current and potential donors and supporters so that we can encourage, record, and acknowledge their support and communicate with them about our functions and activities.

## **What personal information do we collect?**

When we collect personal information, we generally use it for the purposes for which it was collected, or as otherwise authorised or required by law. We may collect the following types of personal information—

- contact details, including name, mailing or street address, email address and telephone number
- identification information, including age, date of birth, gender or occupation
- financial information, including your bank account number and credit or debit card details
- donation history, for example when you provide details on a collection envelope at your parish
- photographs, videos, and news stories regarding Eparchy related religious programs, Church functions, retreats, events and activities
- in respect of attending Church functions, activities, retreats and religious programs, information about dietary requirements, special needs, and disabled access requirements (if needed)
- in respect of applying for a job information regarding your skills, qualifications, and employment history
- information required as part of a recruitment or volunteering process
- information required for registering in a MCF class, activity or service
- other personal information required in the provision of our Eparchy related services.

Where required or permitted by legislation or contract, The Eparchy may also collect information for—

- statistical information and reporting, for example use of our websites
- incident and Duty of Care reporting
- acquiring professional advice from auditors, lawyers, accountants, health specialists, and other professionals

- assisting contractors, service providers, and other organisations working with or for us to manage and/or deliver services, like mailing houses, credit card payment providers, financial institutions, government departments and agencies
- collating complaints and complimentary information.

## **How we collect your personal information**

Most of the time, and where reasonable and practicable to do so, personal information will be collected directly from you or through your appointed representatives or agents, either—

- in person
- by telephone, mail or email
- when you contact us to donate
- when you provide your personal information to us online
- when you make an enquiry through our websites
- in respect of MCF when you register to attend an educational class or social activity
- when you contribute to our fundraising campaigns
- when you volunteer
- through Melkite Parish registers
- surveys and committees, or
- any other way you supply us with personal information.

We may sometimes also keep records of our interactions with you including by telephone, email and online.

You may be photographed or videoed when you attend an Eparchy event. We will seek to obtain your consent prior to using a photograph or video of you on our websites or for other events wherever practical. If we are unable to contact you to obtain your consent, we will not include your name or any other personal information with the photograph or video.

From time-to-time The Eparchy may obtain personal information from third parties, such as government agencies, our donors, supporters, volunteers, contractors, professional and guest speakers facilitating our religious and social programs. In these circumstances, we will take reasonable and practicable steps at or before the time of collection (or as soon as practicable after collection) to notify you, or otherwise to ensure you are aware, that personal information has been collected and the circumstances of the collection, in accordance with the Privacy Act.

The Eparchy will not collect sensitive information about your health, racial or ethnic origin, political opinions, or membership, religious or philosophical beliefs, trade association or union membership, sexual preferences, or criminal record unless you have expressly consented to give us this information. By providing health or other sensitive information to us, you consent to The Eparchy collecting this information and using and disclosing it only for the purposes set out in our Privacy Policy.

## **Purpose and use of your personal information**

The purposes and use of the personal information The Eparchy collects may include—

- processing donations and transactions, including issuing receipts
- communicating with you, sponsors, donors, and partners
- receiving information about eparchy related activities, functions, issues, and initiatives
- emailing updates or newsletters about eparchy matters
- responding to your questions, comments, or other requests
- in respect of MCF registering to attend a class, activity, or service, including online
- promoting, monitoring, and evaluating our programs, events, services, and fundraising campaigns
- conducting surveys
- recruiting and managing staff, contractors, and volunteers
- any other purpose or activity that we identify as necessary at the time of collecting your personal information.

## **Do we share your personal information?**

The Eparchy will not share your personal information with any individuals or organisations without your prior consent. Your consent can be given in writing, verbally or implied by your conduct. When the use or disclosure of your personal information is required or authorised by Australian law or a court/tribunal order, in circumstances such as, to manage emergency situations, to support a government protection agency or assist law enforcement then The Eparchy would reasonably be expected to share your personal information.

The Eparchy does not share your personal details with other organisations or companies. Your personal information is always stored and used only by The Eparchy.

The Eparchy may share your information with our related entities, contractors providing services to us and other third-party suppliers but strictly for the purposes of carrying out the work of The Eparchy, such as printing and mailing, fundraising phone calls made to our sponsors, grant providers, partners, church community, and supporters, payment processing companies and financial institutions, IT providers, database management and others who interact with us on this basis.

The Eparchy does not sell personal information to third parties and, except as provided for in this section of our Privacy Policy, does not make personal information available to third parties.

You can advise The Eparchy if you do not wish to receive any further communications, by contacting our office on 02 9876 3444 or email [eparchy@melkite.org.au](mailto:eparchy@melkite.org.au)

## **Protecting your personal information**

The Eparchy takes all reasonable steps to protect your personal information from loss, misuse, interference, unauthorised access, modification, or unlawful disclosure. Your personal information is stored securely in our databases and only accessed by authorised Eparchy staff. Access to individual client details/files is restricted to staff who legitimately need to access the details/files. System administration staff have access to the system solely for the purpose of system administration.

If you send The Eparchy an email or submit an enquiry we will have a record of your email address. Your email address will not be added to a mailing list, and we will not send you unsolicited email (SPAM). The Eparchy will use your email address to respond to your enquiries and communicate directly with you.

However, you should keep in mind that the transmission of information over the internet is not completely secure or error-free. Particularly email sent to or from various sites may not be secure, and therefore you need to take care in deciding what information you send to us via email.

From time-to-time The Eparchy may need to contact parishioners, clients, sponsors, donors, and partners directly to update or confirm their personal information or credit/debit card details.

If we contact you to update your personal details, or to rectify a problem with a credit card donation or payment, we will provide you with sufficient information from our database—including where appropriate the last four digits of your credit card—for you to be reassured that the caller is our representative and legitimate.

If at any time you are contacted and requested to provide exact details of your finances, bank, or credit/debit card details, such as, being asked to disclose any combination of a full credit/debit card number, an expiry date and CVV number, then consider this a HOAX or SCAM. DO NOT PROVIDE any details, disregard the request and report it immediately to [www.scamwatch.gov.au](http://www.scamwatch.gov.au) or contact our office on 02 9786 3444 or email [eparchy@melkite.org.au](mailto:eparchy@melkite.org.au) and advise us.

The Eparchy staff are strictly bound by The Eparchy's confidentiality requirements.

## **Data security breach**

Contact The Eparchy if you are aware of any loss, unauthorised access or use of your personal information that is likely to cause you harm. We will investigate and if reasonable grounds indicate there has been a breach of your personal information, The Eparchy will comply with our obligations and notify the Australian Information Privacy Commissioner and you as soon as practicable in line with the Privacy Act.

## **Disclosure of personal information outside Australia**

**At this point in time, The Eparchy does not share and/or disclose any personal information to overseas recipients.**

If this situation changes, The Eparchy will only disclose personal information if we are sure that the overseas recipients are qualified by the 'reasonable steps' test that requires them to handle the personal information in accordance with the APP <https://www.oaic.gov.au/> —

- The personal information will remain subject to the principles of fair handling that are substantially like the APP.
- The personal information complies with the APP in how it is collected, held, used, disclosed, destroyed or de-identified. This should also require the overseas recipient to enter a similar contractual arrangement with any third parties to whom it discloses the personal information, for example, a subcontractor.
- There is a complaint handling process for privacy complaints.
- There is a data breach response plan that includes a mechanism for notifying The Eparchy and outlines appropriate remedial action.

## **Update and access to your personal information**

The Eparchy takes all reasonable steps to ensure that personal information collected, held, used, disclosed, stored, and handled is complete, accurate, and current. You are entitled to access your personal information that we hold on our database, or you can ask us to correct, amend or delete any personal information about you, by contacting our office on 02 9786 3444 or email [eparchy@melkite.org.au](mailto:eparchy@melkite.org.au). The Eparchy will verify your identity before disclosing any personal information.

Please allow fourteen (14) working days for processing a request, unless it is unreasonable or impracticable to do so, such as we need to keep any type of information for legal, auditing, or internal risk management reasons.

## **Cookies**

Most browsers are set to accept cookies. Use of cookies makes web-surfing easier by performing functions such as saving your passwords, and your personal preferences regarding your use of the websites.

Any personal information collected via the use of cookies will only be used by The Eparchy in accordance with this Privacy Policy.

If you prefer not to receive cookies, you can set your browser to refuse cookies. If you choose to refuse cookies, it is possible that some areas of our websites will not function properly when you view them.

## **Third Party Links**

There are several places throughout The Eparchy websites that have links to other websites that do not operate under our Privacy Policy. The content in these third-party websites is not our responsibility or under our control. The Eparchy Privacy Policy does not apply to these external links or third-party websites. These third-party websites may collect your personal information; therefore, we advise that you carefully read the privacy policy of each of these websites before you disclose any personal information.

## **Modifications to our Privacy Policy**

The Eparchy may revise our Privacy Policy from time to time by publishing a revised version on our websites. The revised version takes effect from the time it is published. Your continued use of The Eparchy websites signifies your acceptance of the revised policy. You should review our websites periodically for any changes in our Privacy Policy. If you do not agree to any of the changes or updates in The Eparchy Privacy Policy, you should leave the website immediately.

## **Making a complaint**

If you wish to make a complaint that The Eparchy may have failed to comply with our obligations in relation to The Privacy Act or our Privacy Policy, please contact our office on 02 9786 3444 or email [eparchy@melkite.org.au](mailto:eparchy@melkite.org.au)

Please provide as much detail about the facts surrounding the complaint to allow us to thoroughly investigate the issue, decide on any action to be taken and respond to you within fourteen (14) working days of receipt of the complaint.

If The Eparchy is unable to resolve your complaint to your satisfaction, you may make a complaint to the Australian Information Privacy Commissioner [www.oaic.gov.au](http://www.oaic.gov.au).

## Contact Us

For further information, questions, or concerns about The Eparchy Privacy Policy, please contact us—

**Email**            [eparchy@melkite.org.au](mailto:eparchy@melkite.org.au)  
**Telephone**      02 9786 3444  
**Post**              PO Box 620, Greenacre NSW Australia

The Melkite Catholic Eparchy of Australia, New Zealand, and All Oceania Privacy Policy was posted on **20 July 2024**.

