

Purpose

We at the South Coast Anglican Churches, in Milton and Ulladulla, respect your right to privacy. We believe we have a responsibility to deal carefully and properly with any information collected and retained. While we are exempt from the requirements of the Privacy Act (1988) as a “small business”, we seek to meet the expectations of parishioners and the community. Therefore, we have adopted clear guidelines and principles in this area, as outlined below.

Personal information

We only collect personal information that is necessary for the provision of effective ministry and pastoral care and to follow up enquiries. We do not set about to collect personal information except to facilitate communication, community and pastoral care.

Information may also be collected, as required, to maintain our legal and Safe Ministry obligations.

Where practical, 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. For example, failing to provide emergency contact details from a responsible parent or guardian means we cannot take responsibility for a child under 18 left on our premises without a responsible parent or guardian present.

Collection of Information

We only collect personal information by lawful and fair means and will take reasonable steps to safeguard this information.

Private information about you or your family members may be collected for, but not limited to, the following reasons:

- You attend a church service or event
- You complete a card or send a text or email wanting to find out more information
- You contribute financially via electronic means
- You provide information for children or youth (<18 years of age) who attend
- You hold a wedding, funeral or thanksgiving service onsite
- You volunteer to be involved with children’s or youth (<18 years of age) ministry.

We generally collect private information directly from you; however there are circumstances where a child (<18 years of age) connected with Children’s or Youth ministry may provide parental information for medical or emergency purposes.

Personal information about former members may be retained for a period of time; however we are required to keep WWCC, Safe Ministry Training and Safe Ministry Check data for children’s and youth leaders, wardens and parish council members indefinitely.

Personal information may sometimes be shared for a specific purpose or context with the provision that the person it is shared with will strive to ensure that such information is not further distributed or recorded:

- In most cases, the pastoral context in which you provide information will make it clear that the information is to be used for the purpose of pastoral care.
- Where there is any doubt, we will either not record the information or let you know which individual/s the information is likely to be disclosed e.g. other staff or leaders.

For job applicants, we will collect and store your personal information to assist with our recruitment process:

- Successful applicants will have their data stored against their personnel records.
- Unsuccessful applicants will have their applications stored for 12 months, should other opportunities arise for which we may contact you. After 12 months, electronic records will be deleted and manual records destroyed.

Protection of Information

Your information is stored on a digital database, Elvanto, which is protected by encryption, firewalls, secure buildings and computer security systems. For more information see Attachment A (South Coast Anglican Church - Elvanto – Frequently Asked Questions [FAQ]).

As required by law, data held in Elvanto is kept in Australian servers and governed by Australian data and privacy laws. Staff are required to use two-factor authentication on their accounts given their level of access to personal information.

There are graded privacy and access levels:

- Staff - complete access to personal information provided (name, phone, date of birth [WWCC purposes], address)
- Safe Ministry Representative – access to limited personal information (such as name, date of birth, [WWCC purposes], email and phone number)
- Ministry or Life Group Leaders – access to some information (such as phone number and email address)
- Members – if members are registered in the member directory they can see name, address, email and phone number of other members registered in the directory.

Children's allergy information, provided by parents, is accessible to children's ministry leaders to ensure safety for those children participating in ministry activities.

The member directory is opt-in, and individuals may opt-out at any time by logging into their Elvanto profile or contacting the office.

We take Safe Ministry matters seriously, therefore personal information (such as name, parent contact and allergy information) for Children and Youth (<18 years of age) is limited on the Elvanto database to those who need it for effective ministry (Staff and Head Leaders).

Additional Safe Ministry related information including Training Certificates and Checks are kept within our Microsoft network, with access only available to those who require it (Senior Minister, Safe Ministry Representative and any authorised delegate).

Video and Photographic Media

In Australia there are no publicity or personality rights, and there is no general right to privacy that protects a person's image. Since we are open to the public, under secular law adults may be filmed or photographed while on the premises:

- Some services may be livestreamed, therefore those who wish to avoid being on camera are advised to sit at the rear of the auditorium.
- If you do not wish your image to be used, please contact the Office Administrator and we will attempt to respect your wishes.

Given our concern for children and youth (<18 years of age) we seek media permission information from parents before using their image in any way.

Use and Disclosure of Information

We use information only for the purposes we have disclosed at the time of collection, or as set out in this privacy policy.

We will not mention any personal information provided to us, e.g. health information in newsletters or bulletins without the approval of you or the person responsible for you.

Generally, we will use and disclose your personal information as follows:

- to establish and maintain a record of your involvement and attendance
- to provide products or services
- to answer your inquiry
- to register you for events or conferences
- to keep you informed of new developments we believe may be of interest to you (if we contact you in this way, you will have the opportunity to decline any further such communications)
- to provide updates and new developments about our mission partners, and
- to provide a digital congregational directory to those participating.

We will not sell or share your personal information with any other organisations unless required by law to do so.

Where you have opted-into the member directory, the personal contact information you have given is available in the member directory and may be shared with other church attenders (those regulars who

have an Elvanto profile). We will not share your information if you have not opted-into the directory and will never share it with non-members without your express consent.

How do you view your information

We will provide individuals with access to their personal information as required by law and take reasonable steps to correct information, which is inaccurate, incomplete or out of date. You may update your information using your Elvanto database login.

You may request access to your personal information:

- We encourage you to contact our office if you have any concerns about the personal information we hold about you.
- If we are holding your personal information and you are entitled to a login to Elvanto, you may directly control the data held about you.
- If you wish to have your personal information deleted, please let us know and we will delete that information as far as practicable.

If you wish to opt-out, you have the right to opt-out of individually addressed promotional mailings/emails. If you do not wish to receive further communication from us, you can:

- Log into Elvanto and unsubscribe from general emails and updates, or follow the link in one of those emails
- Contact the Office and ask for the Office Administrator.

You have the right to opt-out of the member directory and can do this via your Elvanto profile. You may also choose to have individual fields kept out of the directory.

Complaints

We are committed to dealing quickly and appropriately with any complaint you make about your privacy in relation to our services or practices.

If you are concerned that this privacy policy may have been breached or that your privacy may have been compromised, please contact us in writing immediately, setting out your concerns. Please include a daytime telephone number where we can contact you. We will get back to you within ten working days.

Write to:

Parish Administrator
South Coast Anglican Church
475 Green Street, Ulladulla NSW 2539
Email: office@ulladulla-milton-anglican.org

Unresolved complaints

While we do not believe we are covered by the privacy act, should you wish to lodge a complaint, you can refer it to the Office of the Australian Information Commission.

Contact details:

For a phone enquiry 1300 363 992 (10.00 am - 4.00 pm EST Monday to Friday)

Submit an Enquiry form

Post GPO Box 5288, Sydney NSW 2001

Fax +61 2 6123 5145

In addition, you can contact the Sydney Anglican Diocese to discuss your concerns or complain.

Contact details:

The Group Privacy Officer Sydney Anglicans

PO Box Q190 QVB Post Office NSW 1230

Phone: 02 9265 1555

Email: privacy@sydney.anglican.asn.au

Contact Us:

Parish Administrator

South Coast Anglican Church

475 Green Street

Ulladulla, NSW 2539

Ph: 02 4454 2030

Email: office@ulladulla-milton-anglican.org

South Coast Anglican Church - Elvanto – Frequently Asked Questions (FAQ)

1. What is Elvanto?

Elvanto is the authorised church database and ministry management system used by South Coast Anglican Church. It assists the Parish in:

- Maintaining accurate membership and contact records
- Coordinating ministry teams and rosters
- Managing events and registrations
- Communicating pastoral and parish information
- Supporting administration and compliance obligations

Its use forms part of the Parish's ordinary administration and pastoral care functions.

2. Why does the Parish collect personal information?

South Coast Anglican Church collects and uses personal information in order to:

- Facilitate participation in worship, ministry and fellowship
- Provide pastoral care
- Administer events and ministries
- Comply with diocesan and legal requirements

Information collected is limited to what is reasonably necessary for these purposes.

3. How do I access Elvanto?

Members may access Elvanto:

- Via a secure web browser login
- Through the Elvanto mobile application (iOS and Android)

Access is by invitation. You must:

1. Use the email address recorded by the Parish.
2. Set a secure password.
3. Keep your login credentials confidential.

4. How do I update my personal details?

Members are encouraged to ensure their information remains accurate.

To update your details:

1. Log into Elvanto.
2. Open your profile.
3. Select “Edit Details.”
4. Amend relevant information.
5. Save your changes.

Alternatively, you may request the Parish Office to update your information on your behalf.

5. Who has access to my information?

Access to personal information is restricted and governed by role-based permissions.

Information may be accessed by:

- Parish clergy
- Authorised parish staff
- Approved ministry leaders (limited to information necessary for ministry oversight)

Access is granted only to the extent reasonably required for ministry and administrative purposes.

6. How does the Parish comply with privacy law?

South Coast Anglican Church is committed to handling personal information in accordance with:

- The **Privacy Act 1988 (Cth)**
- The Australian Privacy Principles
- Applicable diocesan policies relating to privacy and data governance

Personal information is:

- Collected lawfully and fairly
- Used only for primary or directly related purposes

- Stored securely
- Not disclosed to third parties without consent, unless required or authorised by law

Members may request access to, or correction of, their personal information.

7. Is my information secure?

Elvanto provides secure cloud-based storage, including:

- Encrypted data transmission
- Password-protected accounts
- Tiered permission controls
- System security monitoring

The Parish also implements appropriate administrative safeguards to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Members are encouraged to use strong passwords and not share login credentials.

8. Can I opt out of certain communications?

Yes. Members may:

- Adjust communication preferences within Elvanto; or
- Contact the Parish Office to request changes.

However, certain essential parish communications may still be sent where reasonably necessary for church administration.

9. Who should I contact about privacy concerns?

If you have concerns regarding the collection, use or disclosure of your personal information, please contact:

The Parish Office

South Coast Anglican Church

Complaints will be handled in accordance with diocesan procedures and the South Coast Anglican Church privacy policy.