



PRIVACY POLICY

The Catholic Diocese of Toowoomba was established in 1929 and covers an area of 487,456 km² that includes the western Lockyer Valley, Toowoomba, the Darling Downs, and south west regions of Queensland. The parishes, schools and agencies (referred to in this document as *we*, *us* or *our*) of the Diocese operate as part of the Catholic Church in order to fulfil the mission and ministry associated with proclaiming the good news of Jesus Christ. Personal information and/or sensitive information (including health information) is collected to enable these entities to minister to the faithful, provide needed services and to fulfil canonical and civil law obligations under the Code of Canon Law and under the Civil Law (both Commonwealth and State).

In conducting these activities, the privacy of all individuals with whom we interact is very important to us. The policy sets out how we collect, use, disclose and otherwise manage personal information about you through your association with our education, welfare, community services and religious activities.

This policy applies to volunteers, contractors and prospective employees of the Diocese of Toowoomba and any other parties to whom the Privacy Act 1988 (Cth) applies. It does not apply to records or information held or collected on behalf of or relating to existing or former employees of the Diocese, Priests or Religious. This policy does not apply to personal information collected prior to 21 December 2001.

This policy applies in addition to any other privacy policy and processes which may be adopted by any parish, school or agency of the Diocese of Toowoomba in relation to their specific functions or activities. In the event of an inconsistency between this policy and any other policy or process, this policy prevails.

Information Collected

“Personal information” means information or an opinion, whether true or not and whether or not recorded in material form, about an individual whose identity is apparent, or can be reasonably ascertained, from information or opinion. It is information that can identify you, and is relevant to providing you with the services you are seeking. In addition to personal information, the Privacy Act 1988 (Cth) also regulates the collection of sensitive information, that includes personal information about racial or ethnic origin, religion, criminal record, sexuality and union activities. Sensitive information is also health information about an individual.

The kinds of information typically we collect may include the following:

- Personal contact details including name, address, date of birth, age, phone numbers and email addresses;
- Sacramental records;
- Information relating to your application for employment;
- Any sensitive information such as religious beliefs or health information required by law;
- Any personal information about you that will enable us to satisfy our duty of care to other individuals with whom you may come into contact in the course of your involvement with them;
- Electronic information associated with your use of our website;
- Information relating to pastoral care needs; and
- Any other information about you that may be relevant to the contact that you have with us.

Purpose of Collection of Personal Information

Personal information that we collect and hold about you depends on your interaction with us. This information may be collected for various purposes including:

- fulfilling the mission and directions of our organisation;
- minister to the faithful and to provide pastoral care;
- communicating with you about events, products or services we offer;
- providing services to you or someone else you know;
- providing you with information that may be of interest to you about other services or products that other Catholic Church organisations that we have affiliations with offer;
- for fundraising activities;
- facilitating internal operations;
- to assess the employment applications of prospective employees;
- distributing de-identified aggregated statistical information for reporting purposes;
- complying with legal or regulatory requirements; and
- for other purposes that may arise from time to time

Except as otherwise permitted by law, we only collect sensitive information about you if you consent to the collection of the information; and, if the information is reasonably necessary for the performance of our functions and activities set out above.

If you are a prospective employee, your personal information will be used to assess your suitability for the position for which you have applied. Your personal information also may be used to assess your suitability for a position for which you have not applied, but to which you may be suited. Should this be the case, your consent will be sought before considering you for such a position.

In some limited circumstances, external contractors and/or consultants may have access to your personal information. In most cases, confidentiality agreements are in place with these contractors or consultants so that personal information which they may come into contact with in the course of their work is protected.

Certain government related identifiers of individuals (for example, tax file numbers) will not be used by us as our own identifier nor will we use or disclose such a government related identifier of an individual.

As a matter of course, your personal information will not be disclosed to overseas recipients without your prior consent. Before disclosing your personal information to an overseas recipient, all reasonable steps will be taken to ensure that the recipient will not breach the Australian Privacy Principles.

If you were baptised in a parish overseas, we are required by Church law to advise that overseas parish of other sacraments you have received. By providing such personal information you consent to us disclosing that information to the overseas parish and that Australian Privacy Principle 8.1 will not apply and you agree that reasonable steps will not have to be taken to ensure that this information is treated in accordance with the Privacy Act.

How Information is Collected

Personal information may be collected in various ways, including:

- You providing personal information about yourself and/or a member of your family;
- You providing your personal information and documentation relating to possible employment
- Other methods that may arise from time to time.

We will endeavour to collect your personal information directly from you. Where this is not possible, your consent will be sought prior to collecting your personal information from a third party. If your consent cannot be obtained, due regard will be given to the requirements and exemptions of the Privacy Act 1988 (Cth) before making such a collection.

In the case of children, personal information will ordinarily be collected from their parents or guardians, unless specific circumstances require that the collection be made directly from the relevant child.

For prospective employees, personal information may be collected by speaking with referees. This may include applicants' previous employers who have not been nominated as referees. Should this be the case, applicants will be advised prior to such contact being made.

If you access our website, we may collect additional personal information about you in the form of your IP address and domain name. Our website may use cookies whose purpose is to identify users and to prepare customised web pages for them. Cookies do not identify you personally but

they may link back to a database record about you. Cookies may be used to monitor usage of our website and to create a personal record of when you visit our website and what you view so that we may serve you more effectively.

Our website may contain links to other websites. We are not responsible for the privacy practices of linked websites and linked websites are not subject to our privacy policies and procedures.

Storage of Information

Your personal information may be stored in different ways, including on paper and in electronic form. Reasonable steps will be taken including physical and electronic security measures to protect and secure personal information from unauthorised access, loss, misuse, disclosure or alteration. These steps include restricted access to offices and other areas where personal information is stored, and allowing access to computer files only by authorised individuals using login names and secure passwords.

Any unsolicited personal information that is received from you will be assessed to determine whether it is necessary to retain any of this information to provide you with any services that you have requested.

If your unsolicited personal information is not necessary, then it will be destroyed or de-identified according to accepted practices.

Accessing Information

You may request access to personal information that is held about you. Access to your personal information must be provided to you, except in specific circumstances as identified by the Privacy Act 1988 (Cth) and the Privacy Principles.

To access your personal information, you must make a written request to the senior position holder within the relevant parish, agency or school entity within the Diocese. In the event we decline a request to personal information in circumstances prescribed by the Privacy Act 1988 (Cth), we will provide you with a written notice that sets out the reasons for the refusal (unless it would be unreasonable to provide those reasons).

There is no charge associated with making a request. However, we are entitled to recover our operating costs and impose a reasonable charge on you for providing access to your personal information.

Accuracy of Information

We will take all reasonable steps to ensure the accuracy of your personal information. This being the case, you are required to assist us in any request made of you to ensure that your personal information is kept up to date. If you believe the personal information we hold about you is inaccurate, incomplete or out of date we require you write to us updating your personal

information immediately. We will take reasonable steps to correct the information so that it is accurate, complete and up to date.

Questions and Complaints

If you have any queries about this policy or wish to make a complaint about a breach of the Privacy Act 1988(Cth) or the Australian Privacy Principles that apply to us, please contact us below and we will take reasonable steps to investigate the complaint and respond to you.

Privacy Officer
Catholic Diocese of Toowoomba
PO Box 1262
Toowoomba Qld. 4350
Email: privacyofficer@twb.catholic.org.au

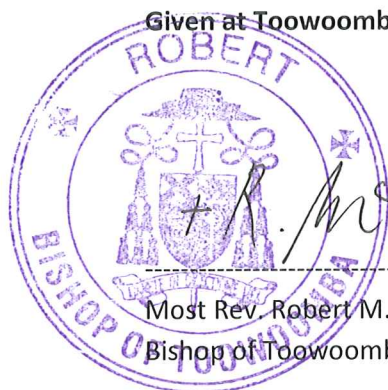
If we ascertain that your enquiry or complaint concerns a Catholic Church entity that is not part of the Diocese of Toowoomba we will direct you to the appropriate contact.

For more information or having made a complaint that is not resolved to your satisfaction, you may wish to take up the matter with the Office of the Australian Information Commissioner (OAIC), who is responsible for the enforcement of the Act. Information of how to make a complaint is available on line from the OAIC at www.oaic.gov.au

The Office of the Australian Information Commissioner's contact details are:

Office of the Australian Information Commissioner (OAIC)
GPO Box 5218
SYDNEY NSW 2001
Telephone: 1300 363 992
Facsimile: (02) 9284 9666
Email: enquiries@oaic.gov.au

Given at Toowoomba, Queensland this second day of December 2014.



Most Rev. Robert M. McGuckin
Bishop of Toowoomba



Chancellor