



CATHOLIC DIOCESE OF TOOWOOMBA

Privacy Policy

1. POLICY OVERVIEW

The Diocese of Toowoomba complies with the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles (APPs) in the Privacy Act.

2. PURPOSE

We respect and value the personal information that you are willing to entrust to us, and this policy explains how we collect, use, store and otherwise manage that personal information.

3. SCOPE

This policy applies to Diocesan entities that collect, use and store, personal information in relation to employees, parishioners, volunteers, contractors and prospective employees of the Diocese of Toowoomba and any other parties to whom the Privacy Act 1988 (Cth) applies.

Toowoomba - Catholic Schools, Toowoomba – Early Learning and Care and CatholicCare Social Services may have agency specific policies.

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.

Related Legislation/Source Documents	Privacy Act 1988 (Cth) and Australian Privacy Principles
Related Documents	Privacy Collection Statement Privacy Sacramental Collection Statement and Consent
Replaces	Privacy Policy V2 dated November 2023
Approved By	The Bishop of Toowoomba
Approval Date	July 2025
Version	3

4. POLICY DETAIL

Types of Information Collected

Personal Information is any information that can identify a person, such as physical description, address, business and employment details and relationships.

Sensitive Information is a subset of personal information, which is given a higher level of protection under the Privacy Act. It includes amongst other things, information about a person such as race, religion, political association, health information, sexual orientation, criminal record etc.

We collect and hold personal information, which may include:

- Personal contact details including name, address, date of birth, age, phone numbers and email addresses.
- Information relating to employment, volunteering and contractors.
- Information relating to fundraising, including banking or other payment details.
- Electronic information associated with your use of our website.
- Sensitive information such as religious beliefs or health information required by law.



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- 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.
- Sacramental records.
- Information relating to pastoral care needs; and
- Any other information about you that may be relevant to the contact that you have with us.

We generally collect your personal information by way of forms filled out by either the individual or their guardian/responsible person, during face-to-face meetings, interviews and telephone calls. In some circumstances, a third party including other parishes, may provide us with your personal information.

Purpose of Collection

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

- Comply with legal or regulatory requirements.
- Fulfil the mission and directions of our organisation.
- Administer the sacraments and pastoral care.
- Communicate with you about events, products or services we offer.
- Fundraise, seek and administer donations.
- Provide services to you or to someone else you know.
- Facilitate internal operations.
- To assess employment or volunteer applications.
- Distribute de-identified aggregated statistical information for reporting purposes; and
- For other purposes that may arise.

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 may also 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 within 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



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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 and completing the *Privacy Sacramental Collection Statement and Consent*, 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.

Method of Collection

Personal information may be collected in various ways, including:

- You are providing personal information about yourself and/or a member of your family.
- You are 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 any collection.

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

For prospective employees, personal information may be collected by speaking with referees. This may include applicants' previous employers who have 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.



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Any unsolicited personal information that is received from you will be accessed 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 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 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 entity within the Diocese. A request for access to personal information may be declined in circumstances prescribed by the Privacy Act (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 to 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 at the address 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 online from the OAIC at www.oaic.gov.au



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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

Email: enquires@oaic.gov.au

5. ROLES AND RESPONSIBILITIES

Role	Authority/Responsibility for
Supervisors	Supervisors are responsible for the implementation and for ensuring that staff are aware of this policy and related documents.
Employees	All staff members are responsible for compliance with this policy.

6. BREACH OF THIS POLICY

Notifiable data breaches

If you believe that a data breach has occurred in relation to your personal details, please contact the Privacy Officer providing details and circumstances of the data breach.

The Advised breach will be investigated immediately, and you will be informed of remedial action to be undertaken. If the breach constitutes a Notifiable Data Breach under the Privacy Act, the Office of the Australian Information Commissioner (OAIC) will be informed as soon as practicable of the breach and provided with the full circumstances and remedial action undertaken by the Diocese.

7. MONITORING, EVALUATION AND REVIEW

This policy will be reviewed in October 2026, unless circumstances dictate its earlier review. It will be reviewed by the Privacy Officer and Diocesan Financial Administrator and amended accordingly at that time.

8. REVISION RECORD

Date	Version	Revision Description
2 nd December 2014	New	Implementation of Privacy Policy
November 2023	Version 2	Review of all policies
April 2025	3	Amend SCOPE

Bishop Ken Howell
Bishop of Toowoomba