



NewHope Privacy Policy

- [1. Introduction](#)
- [2. What Personal Information We Collect](#)
- [3. Why We Collect Personal Information](#)
- [4. Direct Marketing and Communication Preferences](#)
- [5. How We Collect Personal Information](#)
- [6. Quality and Accuracy](#)
- [7. Use and Disclosure](#)
- [8. Overseas Disclosure](#)
- [9. Security and Retention](#)
- [10. Anonymity and Pseudonymity](#)
- [11. Third-Party Websites and Cookies](#)
- [12. Access and Correction](#)
- [13. Data Breaches](#)
- [14. Contact Us](#)
- [Summary of Key Changes from Previous Policy](#)

Last updated: 13 August 2025

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1. Introduction

NewHope Baptist Church and NewHope Community Care Inc. (“NewHope”, “we”, “our”, “us”) are committed to protecting your privacy in accordance with the Commonwealth Privacy Act 1988 (the Act) and the Australian Privacy Principles (the APPs).

This policy explains how we collect, use, store, disclose, and protect your personal information, and how you may access or correct that information.

It also explains how you can make an enquiry or a complaint about a breach of privacy, and how complaints will be handled.

We may update this policy from time to time. The latest version will always be available at newhope.net.au



2. What Personal Information We Collect

In this policy:

- **personal information** means information (or an opinion) about a person which could reasonably identify them; and
- **sensitive information** is a category of personal information that can include health or religious information.

In the course of serving the community at NewHope, the type of personal information we collect may vary, depending on how individuals engage with us. We may collect and hold personal information about congregants, employees, volunteers, visitors, and other people who interact with NewHope.

The type of information we collect may include:

- Name
- Personal contact details including email, residential address, and phone number
- Date of birth and/or age
- Donation history and payment details (credit card/bank account)
- Working With Children Check and National Police Record details (where required)
- Qualifications, training, and professional information
- Authorised persons for child pick-up from church activities
- Records of visits, phone calls, and pastoral matters
- Communication records with us
- Audio, video and images

We only collect sensitive information (such as health or religious information) with your consent, or where otherwise permitted by law, including but not limited to:

- Health/medical information (e.g., allergies, accessibility requirements)
- Religious information (e.g., attendance, church membership, denominational details)
- Gender



3. Why We Collect Personal Information

We collect personal information to:

- Administer your relationship with NewHope and respond to inquiries
- Communicate with you, promote the Gospel, pray for you, and provide Christian services
- Inform you about church events, ministries, and community activities
- Process payments, registrations, and donations
- Meet legal, regulatory, and reporting obligations
- For other purposes consented to
- Maintain contact with supporters, donors, members, and volunteers

If we require sensitive information for one or more of our functions or activities, we will only collect it from you or your authorised representative for a specific purpose.

4. Direct Marketing and Communication Preferences

We may use your personal information to send you church news, invitations, and updates via email, SMS, or post.

- **Emails:** Each email contains an “unsubscribe” link. When you unsubscribe, we update our database to reflect your preferences.
- **SMS:** Our SMS system includes built-in opt-out functionality.
- **Members:** Official members may continue to receive essential governance and membership-related notices, even if they opt out of marketing communications.

You may change your communication preferences at any time by contacting our office (see Section 14).



5. How We Collect Personal Information

We collect personal information directly from you and, where reasonably necessary and practicable, from your authorised representative. This may occur:

- In person when interacting with our staff (e.g., events, meetings, services)
- Through our website or social media platforms
- Via phone, email, or other correspondence such as postal mail
- Through the completion of forms, registrations, consent documents, and financial transactions
- Through scanned copies of documents and certificates
- From authorised third parties (e.g., referees, credentialing bodies)
- Planning Centre through the NewHope Church App
- Video recording and images taken at worship services and events

We take reasonable steps to ensure that information collected from third parties is accurate, up to date, and relevant.

We may also collect information about you from other sources, such as contracted service providers who assist us in operating our business, or when you have consented to sharing information with us through a third party.

6. Quality and Accuracy

We take reasonable steps to ensure personal information we hold is accurate, complete, and up to date. You can assist by notifying us of changes to your details (see Section 14).

7. Use and Disclosure

We will only use or disclose your personal information for:

- The primary purpose for which it was collected
- Related secondary purposes you would reasonably expect, or where you have consented
- Where required or authorised by law

We may disclose personal information to:



- Contracted service providers and vendors who assist with IT, data storage, and communication systems, and other professional and business services
- Professional advisors (such as auditors, accountants, insurers, and lawyers)
- Financial institutions, and regulatory agencies or government bodies
- Externally hosted applications and software subscriptions
- The Baptist Union of Victoria

All third parties are required to maintain confidentiality and privacy standards in accordance with the APPs.

Adults who do not wish for their image or video to be used in NewHope communications may opt out at any time by updating their detail in the Church Center App.

NewHope takes particular care with children. Identifiable images of children will only be used where parent or guardian consent has been provided, and children will never be identified by their full name in public-facing materials. Parents may Opt Out and change this at any time by updating their detail in the Church Center App.

NewHope may use Artificial Intelligence (AI) features where they occur within trusted third-party platforms (such as image editing, transcription or document assistance software) and where personal information is protected under enterprise-grade data security settings of the software and is not used to train large language models. We do not use open-source AI services or tools.

8. Overseas Disclosure

Personal information may be disclosed to third parties overseas where necessary to perform our core functions and administer services consistent with this Policy, for example, in the course of using cloud service providers. We take reasonable steps to maintain the integrity and security of any data and personal information, as set out in Section 9 below, including any cross-border transfers of data outside Australia.

9. Storage, Security and Retention

We hold and store data in hard copy documents or as electronic data in our software or systems, including with cloud service providers or in other types of electronic storage.



We take reasonable steps to protect personal information from interference, misuse, loss, unauthorised access, modification, or disclosure. These include:

- Role-based access controls.
- Password protection and multi-factor authentication on key systems and cloud-based platforms where available.
- Secure cloud-based storage through approved service providers.
- Physical security controls including restricted access to church offices and secure storage of paper records.
- Staff and volunteer training regarding privacy obligations and risks to personal information.
- Regular review of user access permissions when staff or volunteers change roles or cease involvement with NewHope.
- Secure disposal of records through shredding of paper documents and secure deletion or de-identification of electronic records when no longer required.
- Use of contracted service providers that are required to maintain appropriate privacy and security safeguards for personal information.
- Data breach response procedures, including investigation, containment, assessment, and notification processes.
- Device and network security measures including antivirus protection, software updates and other reasonable technical safeguards.

We retain personal information only as long as necessary to fulfil the purpose for which it was collected or to meet legal and business requirements, after which it is securely destroyed or permanently de-identified.

10. Anonymity and Pseudonymity

You may interact with us anonymously or under a pseudonym where lawful and practicable. In some cases, this may limit the services we can provide.

11. Third-Party Websites and Cookies

Information recorded when you use our website may include IP address, location data (where available and not disabled by you), type of web browser used, and activity such as dates and times.



In most cases, we will not be able to reasonably identify a visitor to our website from the information collected. However, if cookies or similar technologies are linked with personal information we hold about you, this cookie information becomes personal information and will be treated in the same manner as the personal information to which it has been linked. A cookie is a small text file that is sent to a device by a user's web browser, which then stores a record of the visit in the web browser used. Cookies enable the proper functioning of our website and assist us in improving our website browsing experience. You can manage your cookie settings via your web browser privacy settings.

Our website may contain links to third-party websites such as social media sites. We are not responsible for the privacy practices of these sites or for the protection of personal information if you should choose to navigate to them via the NewHope website. We recommend you review the privacy policy applicable to the website visited.

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12. Access and Correction

You may request access to, and correction of, the personal information we hold about you. Requests should be made in writing to our Office Manager (see Section 14). We may need to verify your identity before granting access or making corrections. In limited circumstances, we may refuse access and will provide written reasons for the refusal. You can also access and correct a subset of your own information via the Planning Centre Church App.

13. Data Breaches

In the event of an eligible data breach, NewHope will follow its Privacy and Data Security Breach Policy.

14. Contact Us

If you have questions about this policy, wish to request access to or correction of your information, change your communication preferences, or lodge a privacy complaint, contact:

Title: NewHope Privacy Policy
Owned by: Risk Manager
Reviewed by: Moores Legal & Executive Pastor
New format developed: 13 August 2025
Revision Dates: July 2026



Finance & Risk Manager

✉ info@newhope.net.au

☎ (03) 9890 7999

📍 3 Springfield Road, Blackburn North VIC 3130

If you are not satisfied with our response, you may contact the OAIC via www.oaic.gov.au.

We will acknowledge and respond to your inquiry or complaint as quickly as possible.

15. Policy Review

This policy will be reviewed annually, or following any significant breach or change to Australian privacy law.



Summary of Key Changes from Previous Policy

Area	Previous Policy	Updated Policy
Definitions	Did not define 'personal information' and 'sensitive information'.	Defines types of information
Information Collection	Set out types of information collected and how	Extends list of information which might be collected, and by what methods
Disclosure	Listed uses and disclosure	Increases specificity around third parties to whom information might be disclosed
Overseas disclosure	Mentioned overseas use, no compliance statement	Added explicit commitment to APP compliance by overseas recipients Lists the countries overseas to which data might be sent
Storage	No mention of how personal information is stored	Sets out how NewHope stores information, and extends explanation of how that stored information is kept secure
Direct marketing	No formal opt-out process detailed	Clear email/SMS opt-outs, unsubscribe process, and database updates



Third-Party Websites and Cookies	Brief explanation	More fullsome explanation of information collected by website and cookies, including an explanation of cookies and how cookie settings may be managed
Members' communications	Not specified	Added note that members receive governance notices regardless of marketing opt-out
Data breach response	General mention of plan	Explicit reference to OAIC Notifiable Data Breaches scheme Inclusion of reference to Data Breach Policy
Retention	Mentioned destruction/de-identification	Clarified retention "only as long as necessary" principle
Contact Use	Included specific timeframes for response	Reference to response to inquiries and complaints being 'as quickly as possible'
Structure	Long-form paragraphs	Reformatted into APP-aligned numbered sections for clarity

