Providence

Privacy Policy: 1.5

1 Endorsement Table

Version	Description of Change	Date Approved	Approved By
Version 1	First Draft	15.04.2026	Committee of Management

2 Purpose

Providence Church Network (PCN) is committed to protecting the privacy of individuals and handling personal information responsibly. This policy explains how PCN collects, stores, uses and discloses personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs) and ACNC governance expectations.

3 Scope

This policy applies to PCN staff, interns, authorised ministry volunteers, contractors who access personal information, members of the Committee of Management, and individuals whose information is collected through Providence ministries.

4 Policy Principles

PCN seeks to steward personal information responsibly. Information will only be collected where reasonably necessary for ministry, administration or legal compliance. Reasonable steps will be taken to ensure information is secure and used only for legitimate ministry purposes.

5 Why We Collect Personal Information

PCN collects personal information to communicate with individuals, provide pastoral care, coordinate ministries and events, administer volunteers and teams, process donations, comply with legal obligations, and understand the health and needs of our church communities.

PCN may also collect relevant medical information where reasonably necessary to support the safety, wellbeing, and supervision of individuals participating in ministry activities, particularly children and vulnerable people.

6 Types of Information Collected

Information may include names, contact details, family information and ministry involvement. In some circumstances sensitive information such as religious beliefs or pastoral care needs may be collected and stored.

7 Methods of Collection

Information may be collected through websites, online forms, event registrations, ministry sign-ups, and pastoral interactions. Websites may also collect anonymised analytics information.

8 Use and Disclosure

Personal information is used for pastoral care, ministry coordination, communication about church life, administration, and legal compliance. Access is limited to authorised staff and volunteers as required.

Sensitive information, including medical information, will only be used or disclosed where reasonably necessary to support the safety, wellbeing, and appropriate supervision of individuals, or as required by law.

9 Third Party Providers

PCN uses trusted cloud platforms to support ministry operations and administration. These platforms may store data outside Australia but are expected to maintain strong security standards.

10 Data Security

Reasonable steps are taken to protect personal information including role-based access, secure systems and password-protected platforms.

11 Access and Correction

Individuals may request access to personal information held about them and request corrections if information is inaccurate or outdated.

12 Data Retention

Personal information will be retained only for as long as necessary to fulfil the purposes for which it was collected, including ministry, administrative, and legal requirements, or as otherwise required or permitted by law. Information will be securely destroyed or de-identified when no longer required.

13 Data Breach Response

In the event of a suspected or confirmed data breach, PCN will take prompt steps to assess the breach, contain the issue and mitigate potential harm. Where required under the Notifiable Data Breaches scheme, affected individuals and the Office of the Australian Information Commissioner (OAIC) will be notified. PCN will also review the circumstances of the breach and implement measures to prevent recurrence.

14 Complaints

Privacy complaints may be submitted to the Director of Operations who will investigate and respond within a reasonable timeframe.

15 Roles and Responsibilities

The Committee of Management oversees privacy governance. Director of Operations manages privacy enquiries. Staff and volunteers must handle information responsibly.

16 Communications and Training

16.1 PCN is committed to ensuring that this policy is clearly communicated, understood, and implemented across all ministries and operations.

16.2 This policy will be made available to staff, volunteers, and, where appropriate, members of the congregation through accessible channels, including internal systems and the PCN website.

16.3 PCN will take reasonable steps to ensure that those responsible for managing personal information are aware of their obligations and are equipped to carry them out effectively.

16.4 This policy will be reviewed periodically, and updates will be communicated as required.

17 Review Period

This policy will be reviewed periodically by the Committee of Management to ensure ongoing compliance.

Providence

18 Contact Details

Providence Church Network
Email: admin@providencechurch.org.au

Systems and Data Register

System	Purpose	Data Stored	Administrator(s)	Access
Planning Center	Church database & ministry management	Names, contact details, ministry involvement	Providence Senior Staff	Staff + authorised volunteers
Elvanto	Church database & ministry management	Names, contact details, ministry involvement	Providence Senior Staff	Staff + authorised volunteers
Xero	Financial accounting	Financial and donation records	Operations Director	Finance staff
Notion	Internal documentation	Policies and operational information	Providence Senior Staff	Staff
Microsoft 365	Email and collaboration	Emails and files	Providence Senior Staff	Staff
Google Workspace	Forms and shared documents	Registrations and forms	Providence Senior Staff	Staff