

1. We respect your privacy

The Risk Management Service of the Seventh-day Adventist Church in the South Pacific Division (“we” or “RMS”) respects your right to privacy. This Privacy Policy sets out how we are committed to protecting your privacy and how we collect, use, disclose and store your personal information. “Personal information” is information or an opinion about an identifiable individual, or an individual who is reasonably identifiable: (a) whether the information or opinion is true or not; or (b) whether the information or opinion is recorded in a material form or not.

2. What personal information do we collect?

We will try to collect only information from you that is relevant to our organisation and which could include the following types of personal information:

- Name
- Address
- Date of Birth
- Fax number
- Family details
- Information from enquiries you have made
- Information about the goods or services you have ordered
- Phone number
- Organisation details
- Computer IP address
- Email address
- Travel details

We will take reasonable steps to notify you about information received additional to any information that is currently notified. (APP5)

3. How do we collect your personal information?

3.1 We collect personal information from you in a variety of ways, including:

- a. when we ask you for information and it is given to us voluntarily;
- b. when you contact us by email, post or telephone;
- c. when you attend our office or any event we hold;
- d. when you access our website; and
- e. when we provide our services to you.

3.2 You can generally visit our website without revealing who you are or disclosing personal information.

Where reasonably possible, personal information is only collected when you knowingly provide it. For example, we may need to collect such information to provide you with information or a service you have requested.

3.3 If your personal information is provided to us by someone else and your consent would ordinarily be required under the Australian Privacy Principles, we rely on the provider of that information to inform you that your personal information is being provided to RMS and to advise you about this policy.

If we receive unsolicited personal information that is not contained in a Commonwealth record and is not able to be lawfully solicited, we will destroy or de-identify the information. (APP4)

Our purpose for collecting personal information should be clear when we collect it. If you are uncertain, please contact us by sending an online form to rms.org.au/contact-us/ or on (02) 9847 3375.

4. Anonymity

Where possible, we will allow you to interact with us anonymously or by using a pseudonym. However, this may limit our ability to communicate effectively and deliver services to you.

5. Use of your personal information

5.1 We use your information to provide our services to you and to perform our functions and activities.

5.2 We generally only use or disclose your personal information to:

- a. help us to improve our website and services;
- b. supply you with goods, services or information you have requested;
- c. tell you about any new developments; offers or events we think may interest you;
- d. communicate with other organisations and third parties that provide services to us, including telecommunications companies, event organisers, IT contractors

(such as website developers and hosts), lawyers, accountants, financiers, insurers, brokers and promotions companies in connection with the provision of our services to you; or

e. meet any legal requirements

5.3 We will not disclose personal information to another party if you explicitly deny consent for the disclosure. If you have denied consent to disclose personal information, in these circumstances, we may be limited in the assistance we can offer you.

5.4 We may use technology to keep track of which sections of our website you visit for internal purposes, including helping us improve our website and other services. We also use technology to improve our services and to notify you of opportunities that we think you may be interested in.

5.5 Except as noted in this Privacy Policy, we do not provide your information to third parties, except that we may provide your information to our church entities who assist us in the provision of our services to you.

6. Disclosure of your personal information

6.1 We may disclose personal information throughout the South Pacific Division of the Seventh-day Adventist Church and to the General Conference of the Seventh-day Adventist Church in the United States of America so as to assist us in providing our services where directly necessary to perform either our services or services provided by church entities. We will not otherwise disclose overseas any personal information that has been collected unless:

- a. express consent is given by the individual affected; or
- b. disclosure is required by law.

6.2 The South Pacific Division of the Seventh-day Adventist Church includes the countries of:

- American Samoa
- Australia
- Fiji Islands
- French Polynesia
- Solomon Islands
- New Caledonia
- New Zealand
- Papua New Guinea
- Niue Island
- Cook Islands
- Kiribati
- Tonga
- Tuvalu
- Vanuatu
- Samoa

6.3 Information posted on bulletin boards or communicated in chat areas becomes public information. While we strive to protect and respect your privacy, we cannot guarantee the security of any information you disclose in a chat room or bulletin board and you will take full responsibility for the disclosure of such material.

7. Security of your personal information

7.1 We will take reasonable steps to protect your personal information to keep it secure from misuse, unauthorised access, modification or disclosure, and to keep it accurate, complete and up to date. If we no longer require your personal information, we will take reasonable steps to destroy or de-identify it.

7.2 However, we cannot guarantee the security of information you may transmit to us. We do not take responsibility for the security of information that is outside our control such as when it is sent by post, courier, facsimile or over the Internet and are not liable for any unauthorised access to this information.

8. Access to and correcting personal information

8.1 Please contact us if you would like to access personal information we hold about you. We will give you access unless we are allowed or required by law to refuse it.

8.2 We may ask you to pay our reasonable costs of providing access.

8.3 We will provide details of personal information we hold to the individual to whom that information relates as required by the Australian Privacy Principles (as applicable) and make

corrections when required.

8.4 Circumstances where information will not be provided include:

- information that relates to existing or anticipated legal proceedings between RMS and the individual, and the information would not be accessible by the process of discovery in those proceedings;
- providing access would reveal RMS's intentions of in relation to negotiations with the individual in such a way as to prejudice those negotiations;
- providing access would be unlawful;
- providing access would be likely to prejudice an investigation of possible unlawful activity; or
- other circumstances as allowed by any applicable Australian Privacy Principle apply.

8.5 If you believe personal information we hold about you is inaccurate or incomplete, please advise us. We will generally take reasonable steps to correct your personal information where inaccuracies are identified. In certain circumstances, we may refuse to give access or amend your personal information. We will however use our best endeavours to explain why and, if reasonable in the case of an amendment, make a note that you have disputed the accuracy or completeness of particular information.

9. Eligible data breach

We are subject to a mandatory data breach notification scheme which commenced on 22 February 2018 (the "Notifiable Data Breach Scheme"). If your personal information held by us is accessed or disclosed without authorisation and as a result is likely to cause serious harm to you (an "eligible data breach"), we will notify the Office of the Australian Information Commissioner and you as soon as practicable as required by law.

10. Complaints about privacy

We take complaints very seriously and will respond as soon as possible

after receiving written notice of your complaint. If you wish to make a complaint about our privacy practices and how we have handled your personal information, please feel free to send in details of your complaint to:

Locked Bag 2014
Wahroonga NSW 2076 Australia
+ 61 2 9847 3375
[rms.org.au/contact-us](https://www.rms.org.au/contact-us)

10. Changes

Please be aware that we may review or change this Privacy Policy to implement practices, procedures and systems from time to time to keep up with regulatory, technical and organisational change. The revised versions will be uploaded onto our website, so please visit our website regularly to keep up to date with any changes.

11. Website

When you visit our website

11.1 When you come on to our website we may collect certain information such as browser type, operating system, the website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, and so that we can improve our services.

Cookies

11.2 As is very common for many organisations, we use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. We use cookies to improve the experience of people using our website.

Third party sites

11.3 Our site has links to other websites not owned or controlled by us. We are not responsible for these sites or the consequences of you going on to those sites.

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