

The Diocese of Maitland-Newcastle is committed to complying with the Privacy Act and Australian Privacy Principles (APP) and we respect and value the personal information entrusted to us.

This policy explains how we collect, hold, store, use, disclose and otherwise manage that personal information.

We may from time to time review and update this policy to comply with our legal obligations, to reflect changes in technology and to our operations and practices, and to ensure it remains relevant to our environment. Changes to the policy will be published on our website [www.mn.catholic.org.au](http://www.mn.catholic.org.au).

## Definitions

Unless the context otherwise requires:

**The Diocese of Maitland-Newcastle** means:

- the Parishes within the Diocese
- the administrative offices of the Diocese and the following works:
  - Pastoral Ministries
  - The Diocese of Maitland-Newcastle Catholic Schools Office
  - Catholic Schools within the Diocese of Maitland-Newcastle
  - St Nicholas Early Education
  - Catholic Development Fund
  - CatholicCare Social Services Hunter Manning
  - Office of Safeguarding
  - Development and Relief Agency.

## What kind of personal information do we collect and how do we collect it?

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable, regardless of whether the information or opinion is true or not, or whether it is recorded in a material form or not.

Sensitive information is a subset of personal information, which is given a higher level of protection under the Privacy Act. It includes, among other things, health information about you, your criminal record and your religious beliefs or affiliations.

We collect and hold personal information. This may include sensitive information about:

- children, which may be related to receiving sacraments or pastoral care, school enrolment or attendance at an after-school care facility or sporting association
- adults receiving sacraments or pastoral care and witnesses to sacraments
- job applicants, volunteers, contractors and suppliers
- people involved in fundraising and relationship building, including banking or other payment details
- people we communicate with or who attend Mass, liturgies, seminars or events
- people who are members of groups, organisations, societies, institutes of apostolic life or the church community
- people who have access to and/or use of our websites and other electronic media and communications
- parents, carers or guardians of those for whom we hold personal information.

## Personal information you provide

We generally collect personal information by way of forms filled out either by the individual or their guardian/responsible person, face-to-face meetings, interviews, telephone calls and website or other electronic data.

## Personal information provided by other people

In some circumstances, a third party including other parishes, may provide us with personal information, for example, a reference about an applicant for a position, information we collect from people we help, educate or minister to, third-party information providers or people responding to our inquiries.

In some cases, where personal information we request is not provided, we may not be able to help, employ, engage with, educate or minister to you in some or any of our activities.

You may choose to deal with us on an anonymous basis or using a pseudonym. However, we will need to identify you in many circumstances, for example, to administer certain sacraments or to provide care for your children or to process a job or volunteer application.

## How will we use the personal information you provide?

Personal information we collect will be used to provide services including:

- administering the sacraments and pastoral care
- keeping you informed through correspondence and newsletters about matters relating to spiritual life
- looking after your spiritual and physical wellbeing
- providing care for your child(ren) while under our supervision (including education, social, spiritual and medical wellbeing)
- fundraising, seeking and administering donations
- informing you about events, services and developments in the church and our community
- assessing your job or volunteer application
- managing our staff and volunteers
- satisfying the Diocese's legal obligations and allowing the Diocese to discharge its duty of care.

## To whom might we disclose personal information?

In particular circumstances we may disclose personal information held about an individual:

- within the Diocese
- to assessment and educational authorities
- to government departments
- to medical practitioners
- to people providing services to the Diocese, including volunteers and any third-party service providers
- to recipients of Diocese publications
- to parents and/or guardians
- to by an Australian law or court/tribunal order (if required or authorized)
- anyone to whom you authorise the Diocese to disclose information.

## Overseas disclosure

We will only disclose personal information about you or your child outside Australia where you have agreed to this. Where you make such a request, you agree and acknowledge that we will have no control over the information that we disclose, and that we will not be able to ensure that the overseas recipient handles that information in accordance with the Privacy Act, the Australian Privacy Principles and any other applicable Australian laws.

Examples

- The publication on the internet of material that may contain personal information such as photographs, video and audio recordings, and posts and comments on our social media platforms.
- The provision of personal information to facilitate educational outcomes, for example, school exchange.
- The provision of personal information to recipients using a web-based email account where data is stored on an overseas server.
- The provision of personal information to foreign governments and law enforcement agencies (in limited circumstances and where authorised by law).

## Direct marketing

You may at any time opt out of receiving communications from us about our services and activities including fundraising by contacting us on the details below.

## Management and security of personal information

Our workers are required to respect the confidentiality of the information and privacy of individuals. We have a process in place to protect the personal information we hold from misuse, interference, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and password-restricted access rights to computerised records.

Where we no longer require personal information for a purpose required under the Privacy Act, we will take reasonable action to destroy or de-identify that information, unless it would be unlawful for us to do so.

## Correction and updating personal information

We endeavour to ensure that the personal information we hold is accurate, complete, and up to date, and where using or disclosing it, relevant for the purpose of the use or disclosure.

A person may seek to update the personal information we hold about them by contacting us at any time on the details below. If we are unable to correct your information, we will give you notice of this in writing and explain why and how you can take the matter further. You can also request that we associate a statement with the information that you believe is inaccurate, out-of-date, incomplete, irrelevant or misleading.

## Access to personal information we hold about you

You may access any personal information that we hold about you. Parents can generally make such a request on behalf of their children. Guardians can generally make such a request on behalf of a person under their guardianship. To make a request for access, please put your request in writing and send it to us on the details below.

We may require you to verify your identity and specify what information you require before we can provide access. In some circumstances as provided for by APP 12, we may be unable to provide access, in which case we will notify you of this in writing and explain why and how you can take the matter further.

We will not charge you for making a request; however, we may charge you our reasonable costs of providing access to any information requested.

## Consent and right of access to the personal information of children

We assess whether a child has the capacity to make their own privacy decisions on a case-by-case basis, having regard to matters such as their age and circumstances. Generally, individuals over 15 years will have the capacity to make their own privacy decisions.

For children under 15 years or who otherwise do not have capacity to make these decisions for themselves, we will refer any requests for consent and notices in relation to personal information to the parent and/or guardian. We will treat consent given by a parent and/or guardian as consent given on behalf of the child or person subject to guardianship and notices to parent and/or guardians will act as notice given to the child or person subject to guardianship.

## Enquiries and complaints

If you would like further information about the way we manage personal information, please contact us on the details below.

## Contact Details

### Manager Legal and Company Secretary

841 Hunter Street, Newcastle West 2302

Phone 02 4979 1200

Email [Legal@mn.catholic.org.au](mailto:Legal@mn.catholic.org.au)

If you believe we have acted contrary to this Policy or the Privacy Act, please put your complaint in writing and send it to us using the details above. We will investigate your complaint and try to resolve it. However, if you are not satisfied with the response, you can contact the Office of the Australian Information Commissioner (OAIC) on 1300 363 992 to make a query about your privacy rights, or visit [www.oaic.gov.au](http://www.oaic.gov.au) for more information about how to lodge a complaint. The OAIC has the power to investigate the matter and make a determination.