

Privacy Policy

Vineyard Brisbane West Church (VCFBW)

Effective Date: 31 March 2026

Website: vbw.church

1. What is Personal Information?

Personal information is any information that identifies or could reasonably identify you. This includes your name, contact details, date of birth, donation history, and any other information that could identify you.

2. What We Collect

We may collect the following types of personal information, depending on your engagement with us:

- Name and contact details (e.g. email, phone number, address)
- Date of birth and gender
- Church or ministry involvement details
- Payment or donation information
- Attendance at events, conferences, or training
- Communications with us (emails, forms, surveys, etc.)
- Photos, video, or audio recordings (with your permission)

Sensitive information, such as religious affiliation, pastoral care notes, or health-related information (e.g. allergies for events), is collected only with your consent and where required for ministry purposes.

3. How We Collect Your Information

We may collect personal information through:

- Our website (vbw.church)
- Registration forms for events, conferences, or ministries
- Email, phone, or face-to-face conversations
- Online platforms such as social media or Zoom
- Third-party services used for things like event management, safeguarding or giving

We only collect personal information by lawful and fair means and, where possible, directly from you.

4. Why We Collect Your Information

We collect, hold, and use personal information for the following purposes:

- To provide ministry, care, support, or pastoral services
- To communicate with you about events, news, and opportunities
- To manage donations and issue receipts

- To organise and administer national and regional events
- To comply with legal obligations (e.g. child safety, financial reporting)
- To promote and support the mission of Vineyard Brisbane West Church

5. Disclosure of Personal Information

We do not share personal information with third parties unless:

- You give us permission to do so
- It is required or authorised by law (for example in relation to child protection reporting or financial audits)
- It is necessary for a service provider (such as IT services, event registration, payment processing or administrative systems) to support the church's functions
- It is reasonably necessary to obtain professional advice or support, including from insurers, legal advisers, auditors or other professional advisers
- It is necessary for approved safeguarding or compliance service providers (such as *Safe Ministry Check*) that assist us in administering volunteer screening, safeguarding training, reference checks and child safety compliance
- It is reasonably necessary to investigate, respond to, or resolve complaints, concerns, or misconduct matters, including sharing information with appropriate leaders, advisers, regulators, insurers, or professional advisers.

We take reasonable steps to ensure that any third-party organisations handling personal information on our behalf adhere to appropriate privacy and security standards.

6. Data Storage and Security

We store personal information securely—whether in physical or digital form. We take reasonable steps to protect it from misuse, loss, unauthorised access, modification, or disclosure. This includes password protection, encryption, limited access, and data retention policies.

When your information is no longer required, we take reasonable steps to destroy or de-identify it in accordance with legal obligations. Some records may be retained longer where required for safeguarding, legal, insurance or regulatory obligations.

7. Access and Correction

You have the right to access the personal information we hold about you and to request corrections if it is inaccurate, outdated, or incomplete. To do so, please contact us using the details below.

8. Use of Our Website

Our website may use cookies and third-party analytics to improve user experience. It may also contain links to other websites. Please be aware that we are not responsible for the privacy practices of other sites.

9. Overseas Disclosure

VCFBW does not routinely disclose personal information overseas. However, if we use cloud-based services with servers located outside Australia (e.g. Google or Microsoft), we will take reasonable steps to ensure those providers comply with Australian privacy standards.

10. Contact Us

If you have any questions, concerns, or complaints about this policy or how your information is handled, please contact us:

Privacy Officer

Vineyard Brisbane West Church

Email: office@vbw.church

We aim to respond to all privacy inquiries within 30 days.