

# Privacy Collection Notice

## Church Relationship Management System (CRM)

### Why we collect your personal information

We use a central Church Relationship Management System (CRM) and integrated technologies to support the delivery of Synod directory to staff, members of congregations and others that may be invited to use the CRM. This privacy notice applies to customer relationship technologies centrally licensed and managed by the Uniting Church in Australia Property Trust (NSW) ABN 85 665 600 157, for Synod Mission Services NSW/ACT (“UCA Synod NSW/ACT”, “We”, “Us” or “Our”).

We collect your personal information using these technologies to:

- enable access and use of Synod Directory;
- administer access to the Annual Financial Returns portal;
- collect survey information;
- maintain board and committee membership details;
- manage compliance screening checks; and
- manage church membership and role information.

### What we collect and how we use your personal information

We collect personal information directly from you when you register to use the CRM and throughout your use of the CRM. For example:

- identifying information needed to enable Single Sign-On to the CRM and integrated technologies (e.g. name, email address, username, phone number);
- your presbytery and/or congregation; and
- your role (ordained, appointed leader, etc).

Your personal information will be used by authorised staff for the purposes for which it was collected and may also be made available to Synod staff, presbytery, and congregation members.

We may also use session cookies to improve the performance of the CRM but do not use cookies to store user information.

### Accuracy, security, and storage

We take all reasonable steps to ensure that the information we hold is accurate and complete and use a combination of technical and organisational security measures to protect personal information transmitted, stored, or otherwise processed from accidental or unlawful destruction, misuse, loss, alteration, unauthorised access or disclosure.

We endeavour to ensure that your personal information is only retained for as long as required for the purpose it was collected, and in accordance with our legislative obligations and records retention schedule.

### Third parties

While we may use the services of third-party providers to assist with technical support for the CRM, any third party service provider is bound by our non-disclosure agreement that prohibits the sharing or transfer of personal information. No information held in the CRM is stored outside of our environment or will be transferred outside Australia.

## **Privacy Act and our obligations**

Our privacy obligations are governed by the Privacy Act 1988 (Cth) ('the Privacy Act'), when collecting and managing personal information. We are committed to protecting your privacy and processing your personal information fairly and lawfully in compliance with the Privacy Act.

We will only use your information if we have a lawful reason to do so or have your consent and when it is in our legitimate interest to do so.

You may request access to, or correction of, information we hold about you by logging into the CRM portal or by contacting our Privacy Officer [privacy@nswact.uca.org.au](mailto:privacy@nswact.uca.org.au)

## **Request to hide information on the wider directory**

The Synod Directory via the portal displays contact information (email, phone, and current role/placement) of office bearers, selected non-office bearer roles, ministry agents and Synod staff. The directory can be accessed by the above users through a valid registration process. Please complete this [form](#) if you would like to opt out of the sharing of your contact information on the wider directory. If your contact details are hidden and people wish to contact you, you can contact Secretariat team who will assist you with making contact.

## **Contact**

For further information about how we manage your personal information, and for details of how to make an enquiry or complaint, or to contact Our Privacy Officer, please refer to our [Privacy Policy](#), or email [privacy@nswact.uca.org.au](mailto:privacy@nswact.uca.org.au)