

1. Purpose

Newcastle Anglican is committed to handling your personal and health information including sensitive information responsibly in compliance with privacy laws.

2. Scope

This policy applies to:

- a) all dealings with Newcastle Anglican whether in person, in writing, by telephone or online such as via the website and social media platforms; and
- b) the general public, all Members of Governance Bodies, Workers including volunteers and those on vocational placement or work experience, and the people we support and their support people across the following Newcastle Anglican agencies:

Churches (Ministry)	Samaritans	Anglican Care	Newcastle Anglican Schools	Newcastle Anglican Corporate
✓	✓	✓	✓	✓

Note: Employee Records are exempt from privacy laws.

3. Definitions

Employee Records: All records created in relation to anyone who is (or was at the time the record was created) engaged as a Worker by Newcastle Anglican.

Members of Governance Bodies includes all members of governance bodies within Newcastle Anglican including, but not limited to, the Synod and any Council, Boards and Committees with delegated governing authority.

Worker refers to any Newcastle Anglican worker, including those engaged in Anglican Care, Samaritans and Newcastle Anglican Schools, corporate and ministry whether engaged full-time, part-time, permanent, temporary, casual or otherwise on an honorary, contractor, consulting or volunteer basis.

4. What Types of Information We Collect

The types of personal and health information that we collect depends on the nature of your relationship with Newcastle Anglican. For example, whether you are a Worker, resident, client, parishioner or student.

We may collect and hold the following kinds of personal information:

Personal information: such as name, date of birth, address, telephone number, email address, emergency contact details, bank and credit card details, educational qualifications, and visa or work permit status and for the purposes of this policy will also include Health Information and Sensitive Information.

Health information: medical records and reports, records containing information collected in the delivery of service to you.

Sensitive information: such as government identifiers (Medicare number, tax file number, Centrelink information), racial or ethnic origin, religious beliefs including worship details, family court orders, criminal records and records relating to specific functions of Newcastle Anglican (e.g. human resources, professional standards), personal information that is generally not accessible to any other person.

Unless you are required to do so (by law or direction), you are not required to provide us the information that is requested however not doing so may impact our ability to provide the required services and support.

5. When We Collect Information

The circumstances in which we collect your personal will depend on the nature of your relationship with Newcastle Anglican.

We may collect your personal information when you are:

- worshipping with us
- working with us as a Worker;
- enquiring about, or applying for our services or supports;
- receiving services from us;
- contracting or supplying goods and services to us;
- making a donation;
- using the “contact us” form on our websites; or
- subscribing to a mailing list.

6. Principles

The following principles outline how Newcastle Anglican will collect, use, disclose and store personal information.

6.1 Collection

We will only collect personal information, health and sensitive information as follows:

Lawful Collection

We will only collect your personal information if it is directly related to, and reasonably necessary for, our functions and activities.

We will only collect your health information if we are providing a health service to you or where it is reasonably necessary for our functions and activities and you have given consent. In collecting your health information, we will always comply with the legislative requirements that apply to that information.

Newcastle Anglican's functions and activities relate to, but are not limited to:

- ministry services;
- the delivery of aged care;
- disability and mental health support services including out of home care;
- allied health respite and therapy services;
- early learning, primary and secondary education;
- community support services such as homeless support, counselling and emergency relief services; and
- any ancillary functions relating to those activities, including meeting safety, compliance, professional standards and security obligations.

The Diocese of Newcastle is a non-profit organisation under the *Privacy Act 1988 (Cth)*.

Direct Collection

Personal or health information will be collected from you unless:

- a) you have authorised the collection of your personal information from someone else;
- b) personal information is provided by a parent or guardian of a person who is under the age of 16 years; or
- c) for health information, it is unreasonable or impracticable to do so.

If personal or health information is collected about you from someone else, we will take reasonable steps to ensure that you are notified except where the purpose of the collection of that information does not require it.

Open Collection

Our reason for collecting personal and health information will normally be apparent from the way it is collected and, if not, it will be explained at the time of collection.

If at any time our purpose for collecting your personal information is not clear, please raise your concerns with the person collecting your information or contact us.

Relevance of Collection

Where necessary, we will take reasonable steps to ensure that the information we hold about you is relevant, accurate and complete within the context of the purpose for the collection of that information and how it has been collected.

Where you provide us with information, it is expected that you will provide the accurate information and inform us if details change.

6.2 Information Use and Disclosure

We will take reasonable steps to ensure your personal and health information is only used or disclosed as follows:

We will only use or disclose personal or health information for:

- a) the primary purpose(s) for which the information was collected;
- b) a secondary purpose(s) related to the primary purpose(s) for collection;
- c) a purpose you have consented to;
- d) a purpose otherwise permitted by law or Newcastle Anglican policy or procedure;
- e) where it is necessary to lessen or prevent a serious and imminent threat to the life or health of any individual.

We may disclose personal or health information to:

- a) anyone you authorise Newcastle Anglican to disclose information to such as your next of kin, appointed representative or carer unless you request otherwise;
- b) Commonwealth and state government entities authorised to request personal or health information, such as law enforcement agencies, Commonwealth Aged Care Quality and Safety Commission, NSW Health, NSW Department of Education and the Commonwealth Department of Social Services;
- c) if we are providing a health service to you, your General Practitioner or other health professionals involved in your care;
- d) contractors who assist in delivering our services or support our operations; and
- e) other Newcastle Anglican entities which are legally related to each other for a legitimate purpose (for example, sharing personal information when a pupil transfers between our schools or information about your relationship with another Newcastle Anglican entity).

Safeguarded

We will take reasonable step to ensure that any sensitive information is not disclosed without your consent except where your consent is not required. Please also refer to "Use and Disclosure".

6.3 Secure Storage, Protection and Disposal of Personal Information

We will take reasonable steps to ensure that the personal or health information we provide, collect and hold is protected from misuse, interference, loss, unauthorised access, modification or disclosure, except where Newcastle Anglican has specific policies and procedures relating to the collection, storage and sharing of information collected for particular purposes (e.g. employment, child safety and professional standards functions). Otherwise, the steps are as follows:

- a) in printed form, personal and health information is stored in secure premises;

- b) in electronic form, personal and health information is held in secure storage systems requiring login and passwords and multi-factor authentication where reasonably practicable;
- c) when making a donation online, financial details are passed through a secure server using encryption technology however we cannot guarantee, and do not accept responsibility for, the security of information transmitted to or from Newcastle Anglican via the general enquires or via email;
- d) access is overseen by system administrators and limited to those who specifically require it to conduct their responsibilities;
- e) where contractors are delivering our services or supporting our operations, we will take reasonable steps to ensure that they comply with privacy laws when we engage their services;
- f) where we, or our contractors, use cloud technology to store information (which may reside on servers situated outside Australia), we will implement appropriate security controls;
- g) if you choose to interact with us through the social media platforms that we use to facilitate our functions and activities, it is your responsibility to review and accept their privacy policy;
- h) we retain personal and health information in line with our legislative obligations and do not retain information any longer than necessary; and
- i) we de-identify and dispose of personal and health information, including unsolicited personal information, in accordance with the [Records Management Policy](#).

6.4 Access and Accuracy

Transparency

We are committed to granting you access to your personal and health information if you are legally entitled to such access. If there are reasons for refusing access, we will explain those reasons to you.

Accessible

Where you have the right to access personal and health information, we will ensure access within a reasonable timeframe and may charge a reasonable fee for that access.

Correct

You may request to update/correct /amend any information to which you have been granted access under this policy.

Accuracy

Where required, we will take reasonable steps to verify the accuracy of your personal and health information including ensuring it is relevant, up to date, complete and not misleading before using it, taking into account the context of the purpose for the collection of that information and how it has been collected.

6.5 Direct Contact

We will only use or disclose personal information (other than sensitive information) to directly contact you or send messages to you where you would reasonably expect it or where you have consented. We will stop using or disclosing your personal information for direct contact at your request. We will provide you a simple way to opt out.

6.6 Government Identifiers and Anonymity

You may be identified using unique identifiers if it is reasonably necessary to verify your identity to carry out our functions and activities. We will only use or disclose such identifiers in the circumstances permitted by privacy laws.

You may interact with Newcastle Anglican on an anonymous basis or by the use of a pseudonym, where this is lawful and practicable. For example, you may remain anonymous when making a donation or lodging a complaint.

6.7 Privacy Rights and Obligations

Right to Erasure (Right to be Forgotten)

You have the right to request the deletion of your personal information held by Newcastle Anglican where:

- the information is no longer necessary for the purpose/s for which it was collected;
- you withdraw consent (where consent was the basis for collection);
- you object to the processing and there are no overriding legitimate grounds; or
- the information was unlawfully collected or used.

Requests for erasure will be assessed in accordance with legal obligations, including record retention requirements under applicable laws.

Right to Data Portability

You may request a copy of your personal information in a structured, commonly used, and machine-readable format. Where technically feasible, you may also request that we transfer this information directly to another organisation.

This right applies to personal information:

- You have provided to us;
- That is processed based on your consent or a contract; or
- That is processed by automated means.

Enhanced Consent Requirements

We will ensure that your consent to collect, use, or disclose personal information is:

- freely given;
- specific and informed; or
- unambiguous and provided through a clear affirmative action.

We do not rely on pre-ticked boxes, bundled consents, or silence as valid forms of consent. You may withdraw your consent at any time.

Statutory Right to Privacy

You may have the right to seek redress under the statutory tort for serious invasion of privacy, introduced under Australian law. This includes circumstances where your privacy has been intentionally or recklessly interfered with in a manner that would be highly offensive to a reasonable person.

7. Breaches

We will take appropriate steps to identify and address the breach. It is an offence for a Newcastle Anglican worker, as part of their employment, to:

- a) intentionally disclose or use personal or health information that the worker has accessed, unless it is for a lawful or authorised purpose; and/or
- b) supply, by way of a bribe or other similar corrupt conduct, any personal or health information about an individual to another individual.

Reports of breaches or potential breaches should be sent to the Newcastle Anglican Privacy Officer.

Where a data breach is likely to cause you serious harm, we will tell you and the Office of the Australian Information Commissioner (OAIC).

Where any breach of this policy involves information relating to a person who is protected by the Aged Care Act 2024 (Cth), the Aged Care Statement of Rights and the strengthened Quality Standards, we will need to advise you of your rights to make any complaint and may need to report the breach to the Aged Care Quality and Safety Commission.

8. Complaints, Information and Assistance

Applications for access to, and correction of, health or personal information should be made directly through the relevant Newcastle Anglican agency.

The Corporation Secretary is the Newcastle Anglican Privacy Officer. Complaints regarding the privacy of personal or health information must be lodged in writing to the Newcastle Anglican Privacy Officer and can be contacted via email properoffice@newcastleanglican.org.au

If the matter is not resolved to your satisfaction, the Australian Information Commissioner can be contacted on 1300 363 992, 02 9284 9749, enquiries@oaic.gov.au or GPO Box 5218 Sydney NSW 2001.

If your relationship is with Anglican Care, you may also make a complaint to the Aged Care Quality and Safety Commission on 1800 951 822 or agedcarequality.gov.au/contact-us or GPO Box 9819 Sydney NSW 2001.

9. Legal and Policy Framework

9.1 Legislation

[*Aged Care Act 2024 \(Cth\), the Aged Care Statement of Rights and the strengthened Quality Standards*](#)

[*Children and Young Persons \(Care and Protection\) Act 1998 \(NSW\)*](#)

[*Crimes \(Domestic and Personal Violence\) Act 2007 \(NSW\)*](#)

[*Health Records and Information Privacy Act 2002 \(NSW\)*](#)

[*Health Records and Information Privacy Amendment \(Disclosure of Health Information\) Regulation 2022 \(NSW\)*](#)

[*Health Records and Information Privacy Regulation 2022 \(NSW\)*](#)

[*Mental Health Act 2007 \(NSW\)*](#)

[*Privacy Act 1988 \(Cth\)*](#)

[*Privacy Amendment \(Enhancing Privacy Protection\) Act 2012 \(Cth\)*](#)

[*Spam Act 2003 \(Cth\)*](#)

9.2 Policy Documents

Anglican Care Whistleblower Policy

Newcastle Anglican Codes of Conduct

Newcastle Anglican Faithfulness in Service

Newcastle Anglican Integrity Assurance (Whistleblower) Policy

Newcastle Anglican IT Policy

Newcastle Anglican IT Security Incident Management Procedure

Newcastle Anglican IT Security Policy

Newcastle Anglican Records Management Policy

Newcastle Anglican Rights and Responsibilities Policy

NSW Health Privacy Manual for Health Information

10. Document Governance

Tier	1
Process Owner	Corporation Secretary
Policy Sponsor	Executive Director Transformation and Operations
Policy Approver	Diocesan Council
Approval Date	August 2026
Version	2.1
Review Cycle	3 years
Effective Date	August 2026
Next review date	August 2029
Published externally	Yes