

# Privacy Policy

This policy explains how we gather, use, disclose and protect your personal information, in accordance with the requirements as per the Protection of Personal Information Act (POPIA) that is effective from 1 July 2021. At Common Ground Church (CGC) we believe in the importance of lawful and correct handling of personal data. All personal information that is stored by Common Ground Church will be subject to the appropriate legal safeguards as specified in the POPIA. According to POPIA “**personal information**” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person.

## The personal information we collect

We collect and process your personal information mainly to contact you and understand how you fit into the Common Ground Story. We collect information directly from you where you have provided us with your personal details. Where possible, we will indicate what information is required and what information is optional.

For example:

- When you book for an in-person church service
- When you register for an event or ministry-related course
- When you complete any forms(hard copy and online)
- When you email us or call our church office, we record any necessary details to be in touch with you.
- When you receive any pastoral counselling
- When you visit our website or any of our social media platforms (including, but not limited to Facebook, Instagram, WhatsApp, YouTube, and Twitter)

Our website may collect usage information using “cookies” that allows us to collect standard visitor usage information.

## How we use personal information

We will use the personal information you provide us with only for the purposes of that it has been collected for and agreed with by you.

For example:

- To conduct the day-to-day administration of CGC
- To keep you informed about church services, life groups, ministry and volunteer opportunities, and events
- For reports that require the collation of statical data, e.g., church attendance, life group attendance, etc.

## Maintaining confidentiality and Disclosure of Personal Information

CGC will treat all information provided to us as private and confidential. We will not disclose any information provided to us to anyone other than the Congregational Eldership Team, and authorised administration staff and/or volunteer(s). We will not disclose any information provided to any third parties outside of CGC without your consent. Sensitive, personal information is kept strictly confidential. It is never sold, given away or otherwise shared with anyone.

There are exceptions to the above:

1. Where we are legally compelled to do so
2. Where there is a duty to the public to disclose information
3. Where the disclosure is to protect your interests
4. Where the disclosure is made at your request or with your consent.

### **Security of Personal Information**

Common Ground Church is legally obliged to provide adequate protection of the data and information we hold. We will, to the best of our ability, stop any unauthorised access and use of personal information. On an ongoing basis, we will review our security controls and related processes to ensure that your personal information remains secure.

The security of personal information covers:

- Physical security
- Computer and network security
- Retention and disposal of information
- Monitoring access and usage of information
- Access to personal information
- Investigating and monitoring any security incidences

### **Access to and Correction of Personal Information**

You have a right to request a copy of your personal information at any time. You may also ask us to update, correct and delete the information we hold about you. We may ask you to provide us with your identification document to confirm your identity before we release, change or delete any information about you. This can be done by emailing [info@commonground.co.za](mailto:info@commonground.co.za) or emailing your congregational administrator.

We would of course also appreciate it if you could keep your personal information accurate and up to date.

If you have any queries about this Privacy Policy, please contact our church office via email at [info@commonground.co.za](mailto:info@commonground.co.za)