

Privacy Policy

Christian Conventions of Western Australia Inc ABN 38 223 904 9150 ('we', 'our' and 'us') regards personal privacy and compliance with our obligations under the Privacy Act 1988 (Cth), including the Australian Privacy Principles, as an important part of our relationship with users of our services.

We only collect, use and handle Personal Information for the purposes of organising, and operating our conventions and ancillary activities related to these operations.

This privacy policy ('Policy') sets out how we collect, use and handle Personal Information that we collect from:

Visitors, people who visit or browse our website,

Subscribers, people who subscribe for information on products or services that we may periodically make available,

Customers, people who access our services to make a booking, purchase tickets for an event or make a donation or any other event-related registration or otherwise access our services.

Information that you provide to CCOWA

We may collect different Personal Information from you depending on the circumstances in which that information is collected.

For Visitors

We do not ask you to provide Personal Information if you are only a Visitor.

For Customers

As a Customer, you may be required to provide certain Personal Information to complete a booking or make a donation which may include your name, address, telephone number and email address. If you make a payment for an event, or make a donation we may also collect financial information from you including your credit card number and expiration date. As part of our compliance with the Payment Card Industry

Standard (“PCI”), we will only store partial credit card numbers. We will retain the transaction details for an event or fundraising campaign for audit purposes.

In addition to collecting Personal Information provided to us via our website and mobile applications, we may collect Personal Information provided from Users by telephone or in correspondence from you (including by email, telephone, live chat, mail, fax or in person).

Website cookies

Our website uses cookies to assist in providing our services to all Users of the site.

Cookies are small files that store information on your computer, TV, mobile phone or other device. You can change your cookie settings via your browser settings.

Processing and disclosure of Personal Information

We use the Personal Information we collect to provide Users with a high level of service. In particular, we use Personal Information:

- to email information for which a User has subscribed;
- to email a Customer to confirm a booking, ticket purchase or donation;
- to deal with queries from Users.

Certain employees or volunteers of CCOWA have access to Personal Information in their role of delivering and supporting the delivery of CCOWA services.

Our applications may need to read Personal Information in order to carry out necessary functions such as sending email notifications to account holders or scanning in tickets and entries into an event.

Sharing Customer Data with Event Organisers

We share Customer's Personal Information as part of their bookings or donations with the Event Organiser, including Personal Information that the Event Organiser has requested that we collect as part of their event, fundraising or other event-related requirements. This may include Sensitive Information, such as health information, which the Event Organiser has specifically requested for their event.

Event Organisers are bound to treat your information in accordance with this Policy.

Third parties and sub-processors

We may disclose Personal Information to third party service providers (including IT service providers, data storage and handling facilities, payment systems operators, mail houses and legal or financial advisers) to the extent necessary for them to assist us in providing services to you. We engage service providers who do not use or disclose your Personal Information for any purpose other than the services for which they are engaged to provide.

We may disclose Personal Information to other persons or organisations if required to do so by the order of a court or tribunal or if the disclosure is otherwise authorised or required by law. For example, Personal Information may be disclosed where it is necessary to eliminate or minimise a risk to public health or safety, investigate or deal with unlawful activity or serious misconduct or establish or defend a legal claim.

Direct marketing

For Customers

We do not engage in any third party marketing.

We do not use any of the Personal Information we hold to engage in direct marketing with Customers.

For Subscribers

We may use your Personal Information to provide you with further information about our products and services. Direct marketing from us generally takes the form of direct mail or electronic marketing (email, SMS, MMS, social media or other electronic means). In rare cases, we may use telephone, in which case we will comply with any applicable legislation.

By opting to be contacted through our marketing materials, you consent to direct marketing to you of our products and services. We may continue to contact you indefinitely until you indicate otherwise.

If you do not wish to be contacted with such information, you may opt out of receiving our direct marketing at any time by emailing info@ccowa.org.

Retention and storage of collected information

For All Users

Any Personal Information that may be used by our site in order to carry out its necessary functions is stored on a secured server.

We will take all reasonable measures to ensure the security of your Personal Information

If you have any questions about security on our website, you can email us at info@ccowa.org.

Access to and rectification of Personal Information

Subject to any legal restrictions, we will let you know what Personal Information we hold about you if you ask us to do so.

For Customers

To have your data rectified, please contact the Event Organiser and they will be able to edit your booking.

Non-personal information that is collected by CCOWA

Whenever anyone uses the CCOWA Website, we may collect information on how certain features of the Site are used, from what general areas Users are contacting us from and how many people visit the Site at any given time. This information does not contain any personal information of Users visiting or using the site. This information will only ever be used to aid us in any technical issues that may arise or for statistical analysis to help us identify and improve CCOWA services and the use of the Site to the benefit of all Users.

Processing of children's data

If you are under the age of thirteen (13), please do not use a CCOWA website without the consent of your parent or legal guardian. We ask that parents and legal guardians help enforce our Privacy Policy by telling their children not to provide Personal Data through services online without their permission. If you believe your child (under the age of 13) has provided Personal Data to us online, please contact us on info@ccowa.org so we can react accordingly and delete or obfuscate your child's data.

Data protection law

Data protection law gives people certain rights in connection with the way in which their personal information is used. If organizations do not comply with data protection law, they may be subject to sanctions and penalties imposed by the national data protection authorities and courts. When CCOWA collects and uses personal information, this activity and the personal information in question is covered and regulated by the local data protection law.

Complaints and how to contact us

If you would like further information on this Policy, or if you have any concern about the protection of your Personal Information, please email info@ccowa.org.

If you believe your privacy has been interfered with and wish to make a complaint, please contact us at info@ccowa.org. We will investigate your complaint and notify you of the outcome. If your complaint indicates that there has been an interference with your privacy by a person other than us, we may discuss the complaint with that other person in an attempt to resolve it.

If you are not satisfied with the outcome of your complaint or the way we handle it, you may make a complaint to the Office of the Australian Information Commissioner at www.oaic.gov.au.

Changes to this Privacy Policy

We reserve the right to modify this Policy at any time. The updated version of the Privacy Policy will become effective immediately. If we make material changes to this Policy, we will notify you by email or by means of a notice on our homepage.

Disclaimers

This Policy does not apply to, and we are not responsible for, the use of or the protection of information provided to other websites or services linked to our website or that you use to access our website, applications or services.

If you have any questions not addressed in this Policy, please feel free to contact us using the methods at the end of this Policy under the heading “Complaints and how to contact us”.

Please note, if you do not agree to our Privacy Policy and the Terms of Service, you can choose to discontinue using the products and services. If you are a parent or guardian, you are responsible for your child’s use of CCOWA services, including purchases.

Definitions

We refer to Visitors, Subscribers, Customers and all other persons who access or use our services as **'Users'** or **'you'**;

'Personal Information' means information or an opinion about an identified individual, or an individual who is reasonably identifiable (whether the information is true or not or recorded in any form or not). This may include name, identification number, location data, online identifiers (internet protocol addresses and cookie identifiers), and any factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of a natural person.

'Sensitive information' includes information about a person's health, sexual orientation, sex life, racial or ethnic origin, political opinions, membership of a political association, professional or trade association or trade union, religious beliefs or affiliations, philosophical beliefs and biometric or genetic data.

'CCOWA Website' means any of:

- ccowa.org;
- credoperth.org;
- exalt.org.au;

as amended from time to time, including all password protected areas and subdomains of such website and all related top-level domains, mobile sites, apps, APIs and widgets.