



WWEC PROCEDURE - Information Management

Introduction

Wagga Wagga Evangelical Church (WWEC) recognises the importance of managing personal information in a secure and responsible manner. This policy outlines the church's commitment to protecting personal information and ensuring compliance with Australian data protection laws and regulations. WWEC ensures all information that is collected and maintained by the church is managed carefully and respectfully. WWEC will ensure that all employees and volunteers are aware of this procedure and the associated policies and procedures for managing information.

1. Online Church Management System

- › WWEC uses a secure cloud based church management system called 'Elvanto'. It is used for storage of members details, communication with members, engagement with members, rostering, event management and allows members to access a Membership Directory.
- › Members can access their own profiles, their rosters (if they volunteer on a ministry team) and the WWEC Member Directory on Elvanto.
- › Access to confidential members details is restricted to Pastoral staff, key WWEC Administration staff and relevant high level volunteers. Bible Study Leaders have access to their Bible Study group members contacts and the Kids & Youth Church & Youth Group Coordinators have access to the children and Kids Church Leaders contacts.
- › A WWEC Administration team member is responsible for making regular updates to members details as they occur (for example if a member changes their email it will be updated in Elvanto). Upon requests for personal information, a pastor will not give out people's contact details, but will contact the person whose information is being requested and seek permission to pass their information on.
- › All personal information held within Elvanto is stored securely (password protected) and only church leaders and approved administration staff will be able to access this information. The importance of confidentiality is discussed with all staff and relevant high level volunteers.
- › When a member leaves church their personal data is 'archived' within Elvanto.

2. Newcomer & Member's Personal Information

2.1 Newcomer's details

- › Newcomers are invited to record the information they are comfortable providing on a WWEC Care & Connect card. The Care & Connect cards are placed in a green mail box on the Welcome Table at the end of the church service. These are collected by pastoral staff, the Care & Connect Coordinator or other WWEC leaders. These Care & Connect cards are then used by the Membership Team to make follow up contact.
- › The Care & Connect cards are stored in a secure location in the home of the Care & Connect Coordinator. The details are entered onto a Care & Connect Spreadsheet and into WWECs online management system 'Elvanto'. Once details have been recorded, physical Care and Connect cards are destroyed. The newcomers within Elvanto are categorised as 'Newcomers'.
- › Newcomer's are invited to attend the 'Newish' Course. The Newish Course is designed to connect people into the life of WWEC and informs newcomers of the vision of WWEC which shapes our church. At completion of the Newish Course the pastor collects further details from the attendees (with their permission), and passes these details to the WWEC Administration Team Leader to enter into Elvanto and update the category of the 'Newcomer' to 'Member'.

2.2 Member's details

- › Members record the information they are comfortable providing within WWECs online management system 'Elvanto'. Members then have access to update their own details on the system when required. WWEC asks all members to either enter or update their WWEC Connect details on a biannual basis.

3. Photography & Video

3.1 Taking Photographs or Video

- › When taking photographs or video at Wagga Wagga Evangelical Church events for church purposes (e.g promotional purposes) staff and volunteers seek permission where possible. If someone declines or expresses their discomfort, avoid taking their photograph/video.
- › Avoid taking photos/videos of people that may cause embarrassment or discomfort.

3.2 Using Photographs or Video

Photographs to be used for any promotional purposes or in any public media must be considered with respect to the following:

a. Consent for adults

- › Members of Wagga Wagga Evangelical church are given the opportunity to 'opt out' of using photos/videos to promote Wagga Wagga Evangelical Church, only photos/videos of people who have "opted in" are to be used. This will automatically exclude the use of photos/videos of 'newcomers' at WWEC who have not 'opted in'.

- › Avoid using photos of people who have left Wagga Wagga Evangelical Church.
- › Permission to use photos/video of adults is documented in Elvanto.

b. Consent for Children and Youth

- › Permission to use photos/video of children and youth is obtained from parents/guardians and documented in Elvanto.
- › Avoid using photos of children or youth who have left Wagga Wagga Evangelical Church.
- › In NSW it is an offense to publish identifiable material of a child who is involved in the Children's Court or a non-court child protection proceeding under the Children and Young Persons Act 1998. Do not use photographs for children or youth who are in out-of-home foster care, or have ever been involved in child protection, family court or criminal proceedings so that they are not identified in relation to legal matters.

3.3 Concerns regarding use of photographs/video

- › Anyone in attendance at Wagga Wagga Evangelical Church can notify any member of the pastoral team if they have concerns about any image/recording relevant to them or their family used in promoting Wagga Wagga Evangelical Church.
- › Anyone in attendance at Wagga Wagga Evangelical church can withdraw their consent for use of photos/videos of them and their family used to promoting Wagga Wagga Evangelical church. This can be done by contacting the Senior Pastor.

4. E-mail Communication

- › WWEC group emails are sent to members using Elvanto by Pastors, Administration team members, Bible Study Leaders, Roster Coordinator, Ministry Team Leaders, Kids Church Coordinators and other high level volunteers.
- › Email addresses are managed within Elvanto by an Administration Team member.
- › Group emails will not be used to:
 - Advise of changes to regular attendees contact details.
 - Raise money whether by the sale of personal goods or promotion of personal interests, for a particular ministry (internal or external) or other non-Christian causes or charities.
 - Be on-sold or passed onto any organisation without consent.

5. Prayer

Prayer requests are limited to requests for Wagga Wagga Evangelical Church people, and their immediate family. These may be shared by email, text, at WWEC Prayer or other meetings or within church, as deemed appropriate by the Pastoral staff. Prayer requests relating to friends or other family can be raised via Bible Study groups or within WWEC Prayer Meetings.

The Service Leaders are the people responsible for prayer during WWEC Sunday services. The Service Leader will ensure that those people who are to be prayed for publicly are happy to be prayed for during the Sunday service.

6. Cloud & Physical Data Storage

WWEC stores key documents within a secure shared cloud account. This cloud account is password protected and documents can be seen only by those who have access to the relevant files.

- › Shared cloud based drives will also be backed up regularly.
- › Documents of a highly confidential nature (e.g., Safe Ministry cases, Pastoral care files, WHS) are to have restricted access and only shared where necessary.
- › Paper records, if legally required, will be stored in a secure, locked location and readily accessible location.
- › Paper and electronic records will be disposed of appropriately following the expiration of their retention period.
- › During Kids Church/Youth Church/Youth Group, Leaders will have access to contact details of next of kin for all children in attendance. A Kids Church/Youth Church/Youth Group Attendance Register is maintained by the Kids/Youth Church Coordinators of each Kids Church or Youth Ministry.
- › The 'WWEC Sunday Service Folder', kept in the main hall where Sunday Church and Youth Group are held, holds copies of WWEC's;
 - › WHS Hazard or Near Miss Form
 - › Risk Assessment Form
 - › Emergency & First Aid Procedure
 - › Incident Report Form

The use and application of these documents is outlined in WWEC's WHS Procedure.

7. References

The information contained in this document has been developed with reference to the [Australian Privacy Principles](#) outlined in the Privacy Act 1988.

Review

This procedure will be reviewed every five (5) years.