

Privacy Policy



Riverside Community Church (RCC) uses personal information of individuals for the purpose of general church communication and administration.

RCC recognises the importance of correct and lawful handling of personal information. All personal information, whether it is kept on paper, computer, or other media, will be subject to the appropriate legal safeguards as specified in the POPI Act 2020 (Protection of Personal Information Act).

RCC fully endorses and adheres to the eight principles of the POPIA. These principles specify the legal conditions that must be satisfied in relation to obtaining, handling, processing, transportation and storage of personal information.

The Principles

The principles require that personal information shall be managed in accordance with the stipulations as listed:

Information Protection Principles:

1) Accountability

- RCC has designated an Information Officer to give effect to the POPI principles below and to ensure that the principles set out and all the measures that give effect to the principles are complied with.

2) Process Limitations

- Personal Information must be processed lawfully and in a reasonable manner that does not infringe the privacy of any individual. Personal information may only be processed for the purpose it was intended for, provided that the information is relevant and not excessive. Personal information must be collected directly from the persons concerned.

3) Purpose Specifications

- Personal Information must be collected for a specific, explicitly defined and lawful purpose related to a function or activity of the church. It is imperative that records of personal information must not be retained any longer than is necessary for achieving the purpose for which the information was collected or subsequently used. In terms of information that is retained, such as for the church database, people need to consent to the retention of the records.

4) Further Processing Limitations

- The Information Officer will always consider the following:
 - i. whether the person concerned has given consent.
 - ii. whether the person concerned has requested to be deleted
 - iii. whether the information is compatible with the purpose of collection
 - iv. whether the information is available as a public record

5) Information Quality

- The Information Officer will take reasonably practicable steps to ensure that personal information is complete, accurate, not misleading and updated where necessary for the purpose it is intended.

6) Openness

- Personal Information collected for any reason will be collected in a fair and transparent manner. Individuals will be aware of what specific personal information is being held by RCC. RCC will register by submitting a notification to the POPI Regulator before commencing the processing of personal information.

7) Security Safeguards

- RCC will secure the integrity and confidentiality of personal information in its possession or under its control by taking appropriate, reasonable, technical and organisational measures. Appropriate internal control measures are in place regularly evaluated. All employees and volunteers processing personal information on behalf of RCC will always:
 - i. Process this information with the knowledge or authorisation of the church, and
 - ii. Treat personal information which comes to their knowledge as confidential and will not disclose it.
- b. Should there be a breach RCC will notify the POPI Regulator and the data subject in writing as soon as it is practically possible. The church will consider the legitimate needs of law enforcement or any other reasonable measures to determine the scope of the breach to the data information to allow the affected person/s to take protective measures against the potential consequences or the compromise, including, if known to the church, the identity of the unauthorised person who may have accessed or acquired the personal information.

8) Data Subject Participation

- a. RCC makes provision for anyone who has given their personal information, on adequate proof of identity, to request what personal information the church holds about them, including any third parties the church has shared their information with.

How We Collect Data & Information

RCC collects personal information through various means such as:

- Bookings for services and events
- Various online forms such as a request for care
- Ministry team applications
- Communication by people via email or another communication tool
- Access to social media platforms
- Information shared on the RCC app personal profile
- Database update forms

Maintaining Confidentiality

RCC will treat all your personal information as private and confidential and will not disclose any data about you to anyone other than the leadership and ministry team leaders to facilitate administration and day-to-day ministry of the church. All RCC staff and volunteers who have access to personal information will be required to agree to sign a Data Protection Policy.

There are four exceptional circumstances to the above:

- i. Where RCC is legally compelled to do so;
- ii. Where there is a duty to the public to disclose information;
- iii. Where the disclosure is to protect your interests;
- iv. Where the disclosure is made at your request or with your consent.

Use of Personal Information

Personal information is used in the church:

- i. For day-to-day administration;
- ii. Contacting individuals to keep them informed;
- iii. For statistical analysis within the church

- Personal Information is stored in a Church Database spreadsheet which is only available to staff members.
- No personal information is passed onto third parties outside the church environment without your consent.
- Sensitive, personal information is kept strictly confidential. It is never revealed to anyone unless required by law.

Rights to Access Information

- Anyone whose personal information is held by Riverside has the right to access any of their own personal information, or the personal information of a child in their care.
- Any person who wishes to exercise this right should make the request in writing to the RCC Information Officer at admin@riversidecommunity.org.za
- Requests for information will be processed within 7 days, or a response stating the reason for the delay will be given in writing within 7 days.
- If personal details are inaccurate they can be amended on request.

Your Rights and Choices

- i. Everyone has the right to privacy;
- ii. The right to privacy includes a right to protection against the unlawful collection, retention, dissemination and use of personal information;
- iii. You have a right to privacy regarding the collection, use and storage of your personal information. This involves the right to de-consent to the collection of your personal information by the church and the right to decline the provision of your personal information.;
- iv. RCC has consent options regarding the collection of personal information on all forms and areas where any kind of personal information is required from you
- v. Details are provided regarding RCC's privacy policy and what the information is intended for;
- vi. You have the right to de-consent or to decline consent. A note of the de-consent will be noted by the Information Officer.
- vii. If you ask for your information to be deleted it will be deleted within 3 church office days (Tuesday-Friday).
- viii. Any hard copy information requested from you will be destroyed.

Children

Personal Information of minors may only be processed if consent has been given by a parent/guardian or a third party who has received consent by the parent/guardian.]

Retention of Data

RCC will retain your personal information for only as long as in necessary for the purposes as set out in this policy, or until such time as RCC receives written notification to delete your information.

Changes to Our Privacy Policy

RCC reserves the right to change or update the privacy policy at any time. When this policy is revised, the updated version will be posted on the church website, app and a notification will be sent to those on the church app or email group.

SMS/Whatsapp/Email Privacy Policy

- RCC respects your privacy and will not distribute your cell number or email address to any third parties;
- Bulk SMSs contain the option to opt out which will block your number on the Bulk SMS website which we use.
- Bulk emails contain the option to unsubscribe which deletes your email address from the email group.

Should you have any queries or concerns regarding the above, please contact the church office at admin@riversidecommunity.org.za