

Bethesda Cathedral

Privacy Policy



Bethesda Cathedral Privacy Policy

Introduction

We at Bethesda Cathedral respect the privacy and confidentiality of our members' personal data. We are committed to implementing policies, practices and processes to safeguard the collection, use and disclosure of the personal data you provide us, in compliance with the Singapore Personal Data Protection Act (PDPA) 2012.

We have developed this Privacy / Data Protection Policy to assist you in understanding how we collect, use, disclose, process and retain your personal data with regards to our church operations and services.

How We Collect Your Personal Data

The PDPA defines personal data as “data, whether true or not, about an **individual** who can be **identified** a) from that data; or b) from that data and other information to which the organisation has or is likely to have access.”

We collect the personal data of our members and prospects through the following methods / channels:

- Visitors / Welcome Forms
- Baptism and/or Membership Application Forms
- Commitment or Rededication Forms
- When you attend and participate other special event/s or activities like church camps, retreats, mission trips, community or social activities organized by the church
- When you sign up for a particular service (Tuition Centre or Financial Assistance)
- When you indicate you wish to have follow-up from us

Protecting information assets is not simply limited to covering the stocks of information (electronic data or paper records) that the Organisation maintains. It also addresses the people that use them, the processes they follow and the physical computer equipment used to access them.

This Information Security Policy addresses all these areas to ensure Confidentiality, Integrity and Availability.

The following policy details the basic requirements and responsibilities for the proper management of information assets at Bethesda Cathedral. The policy specifies the means of information handling and transfer within the Organisation.

Types of Personal Data We Collect About You

The types of personal data we collect about you may include:

- Name, NRIC or FIN
- Personal Contact Information (landline, mobile, office number)
- Address (residential and email)



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- Family Background & Details
- Education & Professional Qualifications
- Employment Details & History
- Photos & Video Footage

How We Use Your Personal Data

We use the personal data we have collected about you for one or more of the following purposes:

- Church communication, news and updates of services and events
- Church administration purposes like managing relationship with members and understanding members' needs and requirements or interests
- Processing membership applications
- Update records in our database
- Processing registration of our events and/or services
- Process referrals or enquiries relating to our services
- Process applications for volunteering opportunities at our events and/or services
- Processing & administration of employment records
- Process applications relating to managing and terminating employee relationship
- Internal purposes for accounting, auditing and booking

Who We Disclose Your Personal Data To

We disclose some of the personal data we have collected about you to the following parties or organisations outside Bethesda Cathedral:

- Government Agencies
- Ministry of Social & Family Development (MSF) and Social Services Offices
- If you register for events such as church camps, retreats or mission trips, personal data may be used or disclosed for travel, accommodation and similar organisation purposes

How We Manage the Collection, Use and Disclosure of Your Personal Data

We take our responsibilities under the PDPA seriously. We are committed to implementing policies, practices and processes for data protection that comply closely with the PDPA obligations. These are elaborated in the rest of this Policy document.

1. Obtaining Consent

Before we collect, use or disclose your personal data, we will notify you of the purpose why we are doing so. We next obtain written confirmation from you on your expressed consent.



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As far as possible, we will not collect more personal data than necessary for the stated purpose.

Under certain circumstances, we may assume deemed consent from you when you voluntarily provide your personal data for the stated purpose, e.g. when you register for special events, camps, retreats, etc., organised by the church.

2. *Third-Party Consent*

If you have a one-on-one meeting with us or do a transaction with us on behalf of another individual, you must first obtain consent from that individual in order for us to collect, use or disclose his/her personal data.

3. *Withdrawal of Consent*

If you wish to withdraw consent, you should give us reasonable advance notice. You have to be aware, though, of the likely consequences of your withdrawal of consent, e.g. without your personal contact information we may not be able to inform you of future updates or that the quality of our service may be impacted.

Your request for withdrawal of consent can take the form of an email or letter to us, or through the “UNSUB” feature in an online service.

Bethesda Cathedral will process the request within 30 days.

Accessing and Making Correction to Your Personal Data

You may write in to us, based on reasonable grounds, to find out how we have been using or disclosing your personal data. We are obligated under the PDPA to allow you access to your personal data of the past one year, and to make any correction if there is any error or omission. You may request anytime to have a print-out of your personal data by a formal written request to our DPO or email at admin@bc.org.sg and you will be advised to collect it personally from church office. Before we accede to your request, we may need to verify your identity by checking your NRIC or other legal identification document. We will try to respond to your request within 30 days. By which time we will give you an estimate of how long it is going to take to retrieve all the relevant data, and how much we will charge you for processing the request.

Accuracy of Your Personal Data

We will take reasonable precautions and verification checks to ensure that the personal data we have collected from you is reasonably accurate, complete and up-to-date. From time to time, we will do a verification exercise for you to update us on any changes to your personal data. If you are a member, partner or guest attending our church, it is important that you update us if there are any changes in your personal information such as your home address.



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Protection of Personal Data

We have implemented an Information Security Policy that governs how personal data and confidential information are protected within our organisation. We will take the necessary security arrangements to protect your personal data that is under our charge or control to prevent unauthorised access, collection, use, disclosure, or similar risks. All our employees will take reasonable and appropriate measures to maintain the confidentiality and integrity of your personal data, and will only share your data with authorised persons on a 'need to know' basis.

External data intermediaries who process and maintain your personal data on our behalf will be bound by contractual data security arrangements we have with them.

Retention of Personal Data

We will not retain any of your personal data under our charge or control when it is no longer necessary for any business or legal purposes. We have a Document Retention Policy that spells out how long we ought to retain each type of confidential document or personal data. Certain retention periods are based on statutory or regulatory requirements.

We will ensure that your personal data that no longer has any business or legal use will be destroyed or disposed of in a secure manner. This applies to both paper documents and electronic data stored in databases.

Transfer of Personal Data

If there is a need for us to transfer your personal data to another country, we will ensure that the standard of data protection in the recipient country is comparable to that of Singapore's PDPA. If this is not so, we will enter into a contractual agreement with the receiving party to accord similar levels of data protection as that in Singapore.

If you register for purposes like church camps, retreats or mission trips outside Singapore, the copy of your personal data in the registration and documents used for organisation purposes will be destroyed once the event is over and administration is finalised.

Please note that your personal data may be transferred to — and maintained on — computers located outside Singapore where the data protection laws may differ from those in your state, province, country or other governmental jurisdiction.

If you are located outside Singapore and choose to provide your personal data to us, please note that we transfer the information to Singapore for processing here.

Compliance With Laws

Where required to do so by law, we will disclose your personal data to the relevant authorities or to law enforcement agencies upon their requests.



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Changes To This Data Protection Policy

We may update our Data Protection Policy from time to time. We will notify you of any changes by posting the updated policy on our website – www.bc.org.sg.

Please revisit our webpage periodically for any changes. Changes to this Policy are effective when they are posted on our website.

Contacting Us

If you have any questions about our collection, use, and/or disclosure of your personal data; feedback regarding this Policy, or any complaint you have relating to how we manage your personal data, you may contact us at:

Data Protection Officer

c/o Bethesda Cathedral

30 Chai Chee Street, Singapore 468979

Tel: 6444 5891

Email: admin@bc.org.sg

Any query or complaint should include, at least, the following details:

- Full name and contact information of the data subject
- Brief description of the query or complaint

We treat such queries and complaints seriously and will deal with them confidentially and within reasonable time.

