



DIOCESE of
PARRAMATTA



DIOCESAN DEVELOPMENT FUND

PRIVACY POLICY AND COLLECTION NOTICE

Section 1: Privacy Policy

Effective Date: October 2025

Last Updated: 10 October 2025

ABN: 66 650 442 487

The Diocesan Development Fund – Diocese of Parramatta (**DDF**) is committed to providing you with the highest level of service and to protecting your privacy. We manage personal information in accordance with the **Privacy Act 1988 (Cth)**, including the Australian **Privacy Principles (APPs)**. This includes safeguarding your privacy.

This Privacy Policy describes our policies and practices in relation to the collection, handling, use and disclosure of personal information. It also deals with how you can complain about a breach of the privacy laws, how you can access the personal information we hold about you and how to have that information corrected.

1. Our Commitment to Your Privacy

- Only collect information that is necessary for our functions and services.
- Be fair and transparent in the way we collect information about you.
- Tell you who we are, why we are collecting information, and how it will be used.
- Only use and disclose your personal information in ways you would reasonably expect, or as required or authorised by law.
- Ensure your personal information is accurate, up to date, and complete.
- Take reasonable steps to keep your information secure.
- Inform you about the personal information we hold and how we use it.
- Provide you with access to, and allow you to correct, your personal information.
- Limit our use of government-related identifiers (such as Tax File Numbers) to lawful purposes.
- Obtain your consent before collecting sensitive information about you.

2. What Personal Information Do We Collect

- Personal details: name, date of birth, address, email, and phone number.
- Demographic information: age, occupation and relevant preferences.
- Financial information: bank account information, credit card and debit card information, tax file number (TFN), and payment information.

3. How We Collect Personal Information

- We may collect this information directly from you in person, through our website, by phone, by email, or by post.
- Where lawful and practicable, you can interact with us anonymously or by using a pseudonym.

4. Purpose of Collection

- The DDF collects your personal information so that we can verify your identity, contact you, verify signatories on deposits and loan accounts and provide our clients with services, information and transactional services (such as charge cards).

5. How We Use Your Personal Information

- Establish you as a client and verify your identity.
- Provide products, services, transactional facilities and charge cards.
- Conduct due diligence and meet our regulatory obligations.
- Assist with future applications for accounts and services.
- Carry out marketing activities and customer surveys (with your consent or as permitted by law).

6. What Happens if You Do Not Provide Your Personal Information

- If you choose not to provide the required personal information, we may not be able to provide you with certain products or services.
- DDF uses the services of a Document Verification Service (DVS) to manage your identification verification.
- You do not have to agree to verify your identity documents through the DVS. You can choose instead to attend the DDF office where we can verify your identity in person.

7. Use and Disclosure of Personal Information

- Generally, the DDF only uses or discloses personal information about you for the purposes for which it was collected.
- We may disclose personal information to third party service providers who assist the DDF in conducting our business.
- We may also disclose your personal information where we are required or authorised by Australian law to do so, including the Income Tax Assessment Act 1997 (Cth).
- Cross-Border Disclosure: Personal information will not be disclosed outside Australia unless we reasonably believe privacy protections apply.
- Except as otherwise permitted by law, we only disclose your sensitive information with your consent.

8. Direct Marketing

- We may use your personal information to provide you with information about our services, new products, or special offers.
- We will never disclose, sell or rent your personal information to a third party.
- You can opt out of direct marketing communications at any time by contacting us.

9. Security of Your Personal Information

- We use secure servers and encrypted storage.

- We enforce access controls and authentication measures.
- We train staff and require confidentiality agreements.
- We retain personal information only as long as necessary.
- When it is no longer required, information is securely destroyed or de-identified.
- The DDF stores your personal information in servers located in Australia.

10. Access and Correction

- You may request access to or correction of your personal information at any time.
- We will respond within a reasonable period, usually within 30 days.

11. Notifiable Data Breaches

- We have robust cybersecurity systems and policies to ensure notifications occur as required.
- If your personal information is involved in a breach likely to result in serious harm, we will notify you and the Office of the Australian Information Commissioner OAIC.

12. Complaints

- If you have a complaint about how we have handled your personal information, please contact us:

General Manager
Diocesan Development Fund – Diocese of Parramatta
Phone: (02) 8839 4500
Email: enquiries@parraddf.org.au
Address: Post Office Box 2605, North Parramatta, NSW, 1750

We will investigate your complaint and respond to you within a reasonable period.

- If you are not satisfied with our response, you may lodge a complaint with the OAIC:

Office of the Australian Information Commissioner (OAIC)
Website: www.oaic.gov.au
Phone: 1300 363 992

Section 2: Privacy Collection Notice

Effective Date: October 2025

Last Updated: 10 October 2025

ABN: 66 650 442 487

The Diocesan Development Fund – Diocese of Parramatta (**DDF**) ABN 66 650 442 487 (“we”, “us”, “our”) is committed to protecting your privacy. We are bound by the **Privacy Act 1988 (Cth)**, the **Australian Privacy Principles (APPs)** and, where relevant, the **Identity Verification Services Act 2023 (Cth)**.

This document explains how **we** will collect, use, disclose and store your personal information to verify your identity document(s) using the Attorney-General’s Department’s Document Verification Service (**DVS**). This will only occur with your express consent.

1. Why we collect your information

We collect your personal information with your express consent for the purpose of verifying your identity to:

- Confirm signatories on accounts and provide you with our products, services and offerings.
- Meet our legal and regulatory obligations.
- (With your consent or where permitted) use your information for customer surveys and product development.

If you choose not to provide this information, we may not be able to provide certain products or services, such as opening an account, adding you as a signatory, or issuing third-party products (e.g. corporate credit cards).

2. How we collect and handle your personal information

We may collect your personal information:

- Directly from you (in person, through our website, by email, written forms, phone or post).
- Through our secure ID verification portal.

Your information will be sent securely to the DVS Hub, administered by the Attorney General’s Department, which checks the details against the official records of the government agency that issued your identity document (e.g. passport office, state registry).

The DVS Hub will advise us of whether the information you provide matches official records. We do not receive the full details held by the government agency – only a match/no-match result.

We do **not** store copies of your identity documents once the DVS check is complete. Verification results are retained for **12 months**.

3. Who we share your information with

Your personal information may be shared with:

- The government agency that issued your identity document for verification.
- The DVS Hub (operated by the Attorney General's Department).
- Our trusted service providers (such as IT or customer support providers) who help us connect to the DVS Hub.
- Law enforcement or regulators, where required by law.

In some cases, your information may be disclosed overseas if required to complete a verification. If this occurs, we will take reasonable steps to ensure your information is handled in line with the APPs.

If overseas verification is required (for example, where an identity document is issued by an overseas agency), we will inform you before any transfer occurs.

4. How will the Attorney General's Department handle your personal information?

The DVS Hub facilitates information transfer between us and the document issuer. The DVS Hub itself does not retain any personal information, and the Attorney-General's Department cannot view or edit any of the personal information transmitted through the DVS Hub.

The Attorney-General's Department engages a third-party provider as a managed service provider for the DVS, who is required to adhere to the APP requirements and security standards to ensure the use and disclosure of personal information is limited to explicitly defined purposes including:

- for the purposes of the contract with the department; and
- to comply with any request under section 95C of the Privacy Act.

The Attorney-General's Department is authorised to operate the DVS Hub for the purpose of verifying individual's identities under the IVS Act.

For more information on how the Attorney-General's Department may handle your personal information, see the Attorney-General's Department's 'Privacy Statement – Identity Verification Services' at: <https://www.idmatch.gov.au/resources/privacy-statement-identity-verification-services>.

5. How your information is protected

The DVS Hub does not keep your personal information and cannot view or edit it. Government agencies already hold your details as part of their records. We use secure systems, encryption, and access controls to protect your information from misuse, loss or unauthorised access.

We regularly review our security measures to ensure ongoing protection of personal information.

6. Your rights

You can request access to or correction of your personal information at any time. You can also make a privacy complaint. See our full **Privacy Policy** in Section 1 (page 1) above for more details, including how we will handle your complaint.

If you have concerns or complaints about how your identification information has been collected, used, or disclosed for the purposes of identity verification using the Document Verification Service (DVS), you may contact us using the details below. We will handle your complaint in accordance with our Privacy Policy. You may also escalate the matter to the Office of the Australian Information Commissioner (OAIC).

7. Contact us

If you have any questions, concerns, or need this notice in another format, please contact:

General Manager

Diocesan Development Fund –Diocese of Parramatta

Postal Address: Post Office Box 2605, North Parramatta, NSW, 1750

Email: enquiries@parraddf.org.au

Phone: (02) 8839 4500

If you are not satisfied with our response, you can contact the **Office of the Australian Information Commissioner (OAIC)** at www.oaic.gov.au or on 1300 363 992.

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