

# Regular Giving Service Agreement



I/we authorise Very Special Kids, ABN 86 109 832 091 (user ID 208344) to arrange for funds to be debited from my/our bank account or credit card at my/our financial institution and as prescribed through the Bulk Electronic Clearing System (BECS) or recurring payment scheme.

I/we must pay the Debit User (Very Special Kids) when due under the arrangement between us. This authority with the terms described in the service agreement below is to remain in force until revoked by either myself or Very Special Kids.

## **Purpose**

This document outlines the debit agreement between us, Very Special Kids ABN 86 109 832 091, and you, for your regular donations. It also explains your rights and obligations when undertaking a debit arrangement with us and what our obligations are to you.

## **Very Special Kids' commitment to you**

- We will keep all information pertaining to your nominated account at your financial institution, private & confidential.
- We will confirm the details of the debit arrangement and advise the commencement date of the first debit and ongoing payments.
- Debit your nominated financial institution account or credit card on the nominated date and frequency determined by you.
- We will not change the amount or frequency of drawing arrangements without your prior approval.
- We reserve the right to cancel the direct debit arrangements if three or more payments are unsuccessful from and will arrange with you an alternative payment method.

## **Your commitment to Very Special Kids**

- By entering into this regular giving arrangement, you consent and acknowledge that:
  - o You are authorised to give direct debit instructions on the nominated account, or credit card
  - o You, or any authorised users of the nominated account or credit card can cancel or change the debit at any time. You can contact us on 1800 888 875 or mail@vsk.org.au. If you wish to alter an upcoming payment, please contact us at least 7 working days prior to the next payment date.
- Please confirm your nominated account details or credit card are correct and can accept direct debit or recurring payments, as this service may not always be available. If unsure ask your financial institution.
- We ask that you advise us if your nominated account details or credit card change or if the account is closed.
- You should regularly check your account statements to verify that the amounts debited from your account are correct.
- You should ensure that you have sufficient funds in your nominated account on each payment date. If you do not have sufficient funds, then:
  - o The payment will be regarded as not having been made
  - o A fee will be absorbed by us
  - o We may make multiple attempts (on consecutive days) to debit the payment

## **Disputes**

If you believe that a debit has been initiated incorrectly, please contact the Very Special Kids Supporter Services Team on 1800 352 352 in the first instance rather than your financial institution. You will receive a full refund of the debit amount if we cannot substantiate the reason for the debit.

## Privacy and Confidentiality

Any information you provide will be kept securely and in compliance with Privacy legislation. For full details of our Privacy Policy visit [www.vsk.org.au/privacy](http://www.vsk.org.au/privacy)

Very Special Kids is committed to protecting the privacy and the rights of individuals in relation to their personal information. We want to provide a safe and secure environment for you and will only collect information that is necessary for us to provide services, or where it is required by law.

Depending on the nature of your interaction with Very Special Kids, we may collect and hold personal information including name, address, phone number, mobile phone number, date of birth and gender, bank account or credit card details. Where possible, Very Special Kids will collect information directly from you. However, we may also collect information from third parties when appropriate and may occasionally use a consumer list that has been acquired from a reputable data provider to obtain contact details of potential donors for a specific marketing campaign. De-identified information for improvement purposes such as anonymous answers to surveys or aggregated information about how you access and use our website or Facebook page may also be collected by Very Special Kids.

If there is information about you that you do not want collected, please tell us. We will discuss with you any consequences that failing to provide this information may have.

The personal information you provide may be used for marketing, fundraising, research, responding to your queries, feedback or complaints.

At any time you may opt-out of receiving marketing communications by contacting us or by using opt-out facilities provided in the marketing communications and we will then ensure your name is removed from our mailing list. We do not provide your personal information to other organisations for the purposes of direct marketing. If you would like to change any information you have previously provided, please contact Very Special Kids on 1800 888 875.

Very Special Kids maintains strict policies and systems to ensure that personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. Credit card details are encrypted in our database or kept in a secure archive facility. Personal information is destroyed or de-identified when no longer needed. Please be aware that we cannot guarantee the security of information transmitted to or from Very Special Kids via the internet (e.g. email or online forms) prior to it reaching our systems or after it leaves our systems. Where personal information is stored with a third party we have arrangements which require those third parties to maintain the security and privacy of that information, but we are not liable for any unauthorised access or use of that information.

Very Special Kids will only use and disclose information for the primary purpose for which it is collected, or for a secondary purpose if; directly related to the primary purpose or you have consented to the use or disclosure, or the use or disclosure is required, authorised or permitted, whether expressly or implied under law, or the use or disclosure will prevent serious and imminent harm, or the use or disclosure is otherwise permitted by privacy and confidentiality laws.

If you have concerns about our management of your personal information, please contact our privacy officer on 1800 888 875. Once your complaint is received we will investigate the matter in accordance with our Complaints and Feedback process.

If you have any questions about your privacy or any concerns regarding the treatment of your privacy or a possible breach of your privacy, contact us. We will treat your requests or complaints confidentially.

Thank you for joining our **very special** supporter community and helping seriously ill children and their families create precious moments together, while they still can.

