

Regular Giving Service Agreement



I/we authorise The Fred Hollows Foundation (FHF), ABN 46 070 556 642 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 (The FHF) 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 The Fred Hollows Foundation.

The Fred Hollows Foundation commitment to you

We will:

- Keep information confidential, except where permitted by law or required for conducting direct debits or recurring payments with your financial institution and for a related query, dispute or claim.
- Confirm the details of the debit arrangement prior to the first debit and advise the commencement date of the first debit.
- Debit your nominated financial institution account or credit card on the 15th or 28th (or the next business day) of each month. We may reattempt an unsuccessful transaction within 15 days of the original debit date.
- Give you at least 10 days notice before we change the terms of the debit agreement.
- Act in accordance with the legal processes governed by the associated credit card scheme or BECS regulations.

Your commitment to The Fred Hollows Foundation

It is your responsibility to:

- Ensure your nominated bank account or credit card can accept direct debit or recurring payments as this service may not always be available. If unsure, ask your financial institution.
- Ensure there are sufficient clear funds available in the nominated account to meet each debit on the due date as you may incur a fee by your financial institution.
- Advise us at least 10 working days prior to the debit date, if the nominated account is transferred or closed, the account or credit card details change or if you would like to defer, cancel or alter the arrangement. You can do so by contacting our Supporter Services team on **1800 352 352** or write to us at: The Fred Hollows Foundation Locked Bag 5021, Alexandria NSW 2015, alternatively please email visionary@hollows.org
- Ensure all communication addressed to us includes your name, address and supporter number (if known).

Disputes

If you believe that a debit has been initiated incorrectly, please contact The Fred Hollows Foundation 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.hollows.org/au/privacy-security.

Thank you for becoming a *visionary*.

Notification of the Collection of Personal Information

Protecting your privacy and maintaining the confidentiality and integrity of any and all personal and sensitive information we may collect is very important to us at The Fred Hollows Foundation. This notification outlines our policy of collecting, storing and disclosing personal and sensitive information. The Fred Hollows Foundation complies with the requirements of Australian Privacy Principles and the *Privacy Act 1988* (Cth) ('Privacy Act') and you can access our privacy policy by visiting our website at www.hollows.org/au/privacy-security.

The kind of personal information we may collect and store include names, phone numbers, credit card and banking/billing information, email addresses, postal addresses, browsing data (via cookies), and comments. We may use this information to contact you regarding your donation and tax receipting, to resolve complaints and answer queries, conduct surveys and market research, and to advise you of The Foundation's work and activities. We may generate analysis from this information to improve The Foundation's effectiveness, fundraising activities and other work. If you do not wish to provide some or all of the personal information requested, we may not be able to offer you services or provide you with information about your donation, our causes, events, programs and projects.

Most of the time, and where reasonable and practicable to do so we may collect personal information from individuals directly. This collection may occur when donations are accepted, via offline and online forms, on the phone or in person, via administration processes and other ways of collecting information.

Under some circumstances, we may collect personal information from third party agencies. We may use this information to generate analysis, or to contact you.

This will always be in accordance with the exemption of charitable organisations from restrictions on sending unsolicited communications outlined in the Spam Act 2003.

We will only ever disclose your information to service providers or contractors acting on our behalf, under formal agreements that require compliance with our Privacy Policy and Privacy Law. These include; mailing houses, printers, information technology providers (including offshore cloud computing service providers), database contractors, telemarketing agencies, analytics companies. Some of these suppliers may operate and store this data overseas. We do so to provide the best service possible and accurate communications to our donors. Please read carefully the "Disclosure of Personal Information outside Australian" section in our privacy policy which you can access by visiting our website at: www.hollows.org/au/privacy-security.

Our updated privacy policy sets out the details on how you may access or seek correction of your personal information which we hold and how you can make a complaint regarding a breach of the Australian Privacy Principles.

If you have any enquiries about this notification, please contact our Privacy Officer at The Fred Hollows Foundation, Locked Bag 5021, Alexandria NSW 2015, Australia or fhf@hollows.org or +61 2 8741 1900.

