

DONATIONS AND REFUND

Reflection Outreach is registered as a charity with the Australian Charities and Not for Profits Commission.

All pricing and transactions on this website are stated in Australian Dollars (AUD) and are secured using 128 Bit Secure Socket Layer (SSL) encryption technology.

By completing a donation you certify that you accept the Terms & Conditions and the **Privacy Policy**.

Donations by individuals can be made in the form of one-off donations, regular gifts or bequests. Reflection Outreach will determine where the funds are directed within its services. If a donation is designated to a specific project, Reflection Outreach will make all reasonable efforts to direct that donation to the designated project but is not obligated to comply with such requests. Donations of gifts in kind will also be directed as determined by Reflection Outreach.

Reflection Outreach can provide official receipts for approved donations of \$2.00 or more. Donors providing single gifts receive a receipt for each donation and regular gifts receive an annual receipt, unless otherwise requested. Reflection Outreach accepts anonymous donations but is unable to issue a tax-deductible receipt to the donor in such circumstances.

Online donations

This website is enabled for online donations using a secure donation server. However, despite the security on the website, you should be aware that there are risks in transferring information across the Internet.

We record on our fundraising database the donor's name, address, email, telephone, and amount donated. Our fundraising database is protected by password, to help protect it from misuse, unauthorised access, modification or disclosure. For more details on the collection and use of donor data, please see our **Privacy Policy**.

Refunds

To seek a donation refund you must contact Reflection Outreach within 14 days of receipt by email to info@reflectionoutreach.org.au

Any donation, purchase or other transactions made through the website by a user inserting that user's credit card details is final and not disputable. Where there has been an unauthorised use of a user's credit card, and the unauthorised nature of that use is proved on the balance of probabilities, then the donation may be considered for refund.

Reflection Outreach thoroughly considers all requests for a refund and will ensure that genuine errors are corrected, however we are under no obligation to give refunds and the decisions on refunds will be at Reflection Outreach's discretion. If you would like to request a refund, please provide details of how you made the donation, the amount, the date and the circumstances justifying your request.

If a donation is refunded, the associated tax receipt is no longer valid and should be securely destroyed. Please note it is your responsibility to submit correct receipts to the ATO (Australia Taxation Office).

Recurring Donations

The **Donation Debit Services Agreement** governs any agreement by you to provide recurring donations to Reflection Outreach.

To cancel recurring donations, notification is required at least 14 clear business days prior to the next scheduled payment date to affect any cancellation.

Donations we cannot accept

Reflection Outreach will not accept a donation where:

- there is a reasonable belief that the donor is in vulnerable circumstances or lacks capacity to make a decision to donate; or
- accepting the donation would compromise the interests and objectives of our cause
- the cost of accepting the donation will be greater than the value of the donation; or
- there is reason to believe that accepting the donation may give rise to litigation

Reflection Outreach cannot accept funds raised in a way that is contrary to our values or may be seen to compromise or contradict the work Reflection Outreach does.