

Donating to Carers Australia – terms and conditions

Agreement

By donating to Carers Australia you are agreeing to our terms and conditions including our refund policy. Please review the following prior to making your donation.

How to Pay

The method of payment for donations is by credit card. We do not capture or store your credit card details, only the authority from our bank, the National Australia Bank, that your credit card payment has been approved.

We accept Visa and MasterCard via a secure payments system which is linked directly to our bank who will authorise all credit card payments. We can accept cards issued in Australia or overseas however all payments are processed in Australian dollars.

You will receive from Carers Australia a receipt with a copy of the payment information received from our Bank for each donation. Donations of \$2 or more are tax deductible.

Refunds and cancellations

If you make an error in your donation a refund may be available. Any refunds will be made by credit to the card used for the original purchase or donation. If you make an error please, email finance@carersaustralia.com.au or call (02) 6122 9900 immediately. Donations cannot be cancelled after 7 working days.

Privacy

Carers Australia collects information on this website in order to record and process donations for Carers Australia projects and programs.

All information collected is processed in accordance with the National Privacy Principles, established under the Privacy Act 1988. The information provided by you during the donation process and any other information sent to us by you or otherwise obtained by us about you is only used for the purposes of donation; and issuing a receipt.

Credit card information is collected and processed by the National Australia Bank on behalf of Carers Australia. Your credit card details are not saved during the donation process nor are they in any way viewable or accessible by Carers Australia staff or any other parties.

The information you provide is stored and used only for the purpose of processing your donation. If you do not wish your personal information to be handled in this way, you may cancel the donation process.

Please contact Rosemary Spry, rspry@carersaustralia.com.au if you have any questions about these terms and conditions.