

Terms Conditions and Privacy

Tasmanian Conservation Trust ABN: 63091237520

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If you have any questions about our organisation or if you find any errors, please notify us.

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Information on the Tasmanian Conservation Trust website is provided with the understanding that Tasmanian Conservation Trust is not rendering professional advice or recommendations. You should not rely on any information on these pages to replace consultations with qualified professionals to meet your individual needs.

Donations

General Terms

Donations to Tasmanian Conservation Trust of \$2 and over may be tax deductible. This will be identified in the relevant appeal details online or by calling 03 6234 3552, and will also appear on your tax receipt. Ongoing monthly donations are tax deductible and will be receipted at the end of the financial year.

Disputes and Refunds

All complaints, grievances and disputes will be treated seriously, quickly and in a timely manner, having due regard to procedural fairness and confidentiality. All parties are required to participate in the dispute resolution process in good faith. If you believe that there has been an error with your donation, you should notify us directly on 03 6234 3552 and confirm that notice in writing or by email at contact@tct.org.au as soon as possible so that we can resolve your query quickly. Any issues should be directed to Tasmanian Conservation Trust in the first instance so that we can attempt to resolve the matter. If you are not satisfied with the outcome you can still refer it to your financial institution which will obtain details of the disputed transaction and may lodge a claim on your behalf.

Monthly Donations

Your obligations

It is your responsibility to ensure that there are sufficient clear funds available in your account. You should check your account statement to verify that the amounts debited from your account are correct.

Changes and cancellations

We may vary details of your agreement or a direct debit request at any time by giving you at least 14 days written notice.

If you wish to cancel, defer or alter a debit payment you must notify us by calling 03 6234 3552 at least 14 days before the next donation day.

Please provide details of your donation agreement, such as name, address etc. for ease of processing.

Refunds

Please contact us for refunds by phone on 03 6234 3552 or email contact@tct.org.au

Feedback and Complaints Handling Procedure

Tasmanian Conservation Trust welcomes feedback and attends to all complaints promptly. Please call 03 6234 3552 or email contact@tct.org.au

Privacy

TCT has developed this Privacy Statement to protect your privacy. The Statement is available in hard copy on request. It contains information about TCT's responsibilities, your rights, the information that may be collected by TCT, and how it would be used.

Personal information collected by the Tasmanian Conservation Trust (TCT) is protected by Australian privacy legislation. Personal information is any information or an opinion that identifies you and includes sensitive and health information.

TCT complies with the Australian Privacy Principles contained in the *Privacy Act* 1988 in handling personal information collected from supporters/beneficiaries, business partners, donors, members of the public and TCT personnel (including members, volunteers, employees, delegates, candidates for volunteer work and prospective employees).

The primary purpose for collecting personal information from individuals is to continue our work protecting Tasmania's biodiversity and natural values. The kind of information we collect will depend on your relationship with TCT (e.g. as a client, donor, business partner, employee, volunteer, member or on-line user of the TCT website).

What information is collected and how?

The type of information collected and retained by TCT includes personal information about:

- Job applicants
- Staff
- Volunteers
- Contractors
- Members
- Donors
- People receiving a service from TCT
- Other people who come into contact with TCT

Personal information collected by TCT includes (without limitation):

- Names and addresses
- Bank account details or credit card information (for direct debit of donations)
- Dates of birth
- Telephone numbers
- Email addresses
- Information from previous employers

TCT collects personal information about an individual by way of forms filled out, face to face meetings and interviews, telephone calls, facsimiles and email.

All information credit card and banking information is encrypted automatically on submission.

When collecting information, only information necessary for the activities of TCT will be collected and recorded. All Information given in confidence will remain confidential.

Do we use cookies?

Yes - cookies are pieces of information that will be sent by TCT when you log onto our website. These will be stored on your computer's hard drive, to allow us to recognise you as a user when you next visit.

You can configure your browser to accept all cookies, reject all cookies, or notify you when a cookie is sent. Each browser is different, so check the "Help" or "Options" menu of your browser to learn how to change your cookie preferences.

Personal information provided by other people

In some circumstances, TCT may receive personal information about an individual from a third party - for example, references or referrals. This information forms part of the personal information described in this Statement.

TCT's use of personal information

TCT will collect, hold, use and disclose your personal information for purposes including (without limitation):

- to verify your identity;
- to process donations and provide receipts;
- to manage our relationship with you;

- to communicate with you about how your donation is used or to provide you with information about events, causes, programs, products or service that we believe may interest you;
- to respond to your feedback or complaints;
- to facilitate our business operations; and
- to provide information to our third party service providers in connection with any of the above.

TCT does not disclose personal information without your permission unless the disclosure is:

- in accordance with this Privacy Statement or any agreement you enter into with us; or
- required or authorised by law, including without limitation the Australian Privacy Principles under the Privacy Act.

TCT uses Google Suite, Paypal, Mailchimp and other third party applications to handle and store personal information (for example - email content and addresses). As such some of your information may be transferred, stored, processed, used or disclosed overseas by TCT if our service providers are located overseas or if the information is required to be used or disclosed overseas for the purpose for which it was conveyed to TCT by the individual. TCT takes reasonable steps to ensure that the overseas recipients of your personal information do not breach the privacy obligations relating to your personal information.

Management and security of personal information

As a condition of employment, TCT's staff are required to respect the confidentiality of information and the privacy of individuals. TCT will take reasonable steps to ensure that the personal information it collects, uses, retains or discloses is accurate, complete and up to date and is protected from misuse, interference, loss, unauthorised access, modification or disclosure.

Contacting TCT regarding access, correction and privacy complaints

An individual may:

- request access to and seek correction of their personal information held by TCT at any time;
- make a complaint in relation to a breach of their privacy; or
- submit a query or concern about this Privacy Statement or TCT's information handling processes,

by contacting TCT in writing at contact@tct.org.au. Or written letter to TCT, Level 2, 191-193 Liverpool St, Hobart, Tasmania, 7000.

TCT aims to provide access to your personal information within 30 days of receipt of a valid request.

At all times, privacy complaints will be:

- treated seriously;
- dealt with promptly; and
- dealt with in a confidential manner.

TCT will commence an investigation into your complaint. You will be informed of the outcome of your complaint within a reasonable period of time following completion of the investigation.

Communications preferences

To update us with your communications preferences, including electing NOT to receive further information from us, please contact us. We can change the types of communications you receive, or stop all communication from us. Please allow 30 days for your request to be processed and your preferences to take effect.

If we have contacted you by email or text message, you can use the unsubscribe function in that email or text message to notify us that you do not want to receive further information via that channel.