

Direct Debit Service Agreement

Terms + Conditions of Your Regular EarthVoice Donation

Thank you so much for joining the Australian Conservation Foundation's EarthVoice community. This agreement together with your direct debit request, set out the terms and conditions of the regular payments that will be directly debited from the bank account or credit card you provided.

Direct debit request service agreement

1. Debiting your account. You have authorised us, the Australian Conservation Foundation ("ACF") ABN 22 007 498 482, to arrange for funds to be debited from your account in accordance with the terms and conditions of this Agreement and your direct debit request.

- a.** We will periodically debit your account for the amount authorised in your direct debit request.
- b.** If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the next business day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

2. Changes by us. We may vary any details of this Agreement or a direct debit request at any time by giving you at least 14 days' written notice.

3. Changes by you. You may change the arrangements under a Direct Debit Request by contacting us on 1800 223 669, emailing earthvoice@acf.org.au or writing to us at **Wurundjeri Country, Level 1, 60 Leicester Street, Carlton VIC 3053**, subject to the following:

- a.** To stop or defer a debit payment, you must notify us at least 14 days before the next debit day.
- b.** To cancel your authority for us to debit your account you must notify us at least 14 days before the next debit day. You can also contact your financial institution to arrange cancellation of the direct debit.
- c.** To amend your debit payment amount, change the account linked to your direct debit, or make any other changes to your direct debit, please notify us at least 14 days before the next debit day.

4. Your obligations. It is your responsibility to:

- a.** Ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with your direct debit request. If there are insufficient clear funds in your account to meet a debit payment you may be charged a fee and /or interest by your financial institution.
- b.** Check your account statement to verify that the amounts debited from your account are correct.
- c.** Check with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.
- d.** Check that the account details you have provided to us are correct.



AUSTRALIAN
CONSERVATION
FOUNDATION

Nature
needs us,
now

5. Dispute

- a. If you believe that there has been an error in debiting your account, you should notify us directly on **1800 223 669** or email **earthvoice@acf.org.au** so that we can resolve your query.
- b. If we conclude as a result of our investigations that your account has been incorrectly debited by ACF, we will respond to your query by arranging for your financial institution to adjust your account accordingly. We will also notify you in writing of the amount by which your account has been adjusted.
- c. If we conclude as a result of our investigations that your account has not been incorrectly debited, we will respond to your query by providing you with reasons and any evidence for this finding.
- d. Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter, you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

6. Confidentiality. Subject to the terms of ACF's Privacy Statement and Policy, ACF will:

- a. Keep information provided by you (including your account details) confidential.
- b. Make every reasonable effort to keep such information secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that data.

- c. Not disclose such information unless and to the extent specifically required by law or any regulatory authority, as contemplated by ACF's Privacy Statement and Policy or for the purposes of performing this Agreement.

7. Limitation of Liability. Subject to and to the extent permitted by applicable law, under no circumstances shall we be liable to you for any loss or damage that you may suffer arising from the debit arrangements set out in the Agreement.

8. ACF's Privacy Statement and Privacy Policy.

All information provided by you to ACF is collected and used by ACF in accordance with ACF's Privacy Statement and Privacy Policy. By providing your personal information, you consent to your personal information (including your sensitive information) being collected, used and disclosed as set out in the Privacy Statement and in our Privacy Policy, which is available at **www.acf.org.au/privacy_statement**. This explains how we collect and use your personal information, security and access to your information, and what to do if you have a privacy complaint.

If you have any enquiries or wish to make a complaint, please send an email to our Privacy Officer at **privacy@acf.org.au**, call our Donor Care team at **1800 223 669** or write to us at **Wurundjeri Country, Level 1, 60 Leicester Street, Carlton VIC 3053.**

Nature needs us, now

Australian Conservation Foundation
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Carlton VIC 3053 ABN 22 007 498 482
Phone 1800 223 669 Email **acf@acf.org.au**

Web **www.acf.org.au**

 Australian Conservation Foundation
 **[@AusConservation](https://twitter.com/AusConservation)**

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