

Direct Debit Request Service Agreement & Privacy Notice

All monies donated by you to Starlight Children's Foundation will be received in their entirety. We hereby notify you that 3rd party fundraising agencies are not allowed by law to deduct, hold or otherwise retain any proceeds of this charitable collection. Starlight Children's Foundation makes a separate service payment to 3rd party fundraising agencies based on agreed contractual performance standards. By utilising professional fundraising agencies, Starlight Children's Foundation aims to minimise our fixed costs and ensure the greatest amount of resource is focused on helping our seriously ill children and their families

1. Debiting Your Account

- 1.1 By signing a Direct Debit Request, you authorise us to arrange for funds to be debited from your account and agree to be bound by the terms and conditions of this Agreement.
- 1.2 We will debit your account for the amount authorised in the Direct Debit Request on the agreed date of each month after this request is received.
- 1.3 If the Debit Day falls on a non-business day, we may direct your financial institution to debit your account on the nearest business day.
- 1.4 If the debit fails, we will continue to attempt the transaction before contacting you for instructions.

2. Changes by Us

- 2.1 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

- 3.1 You may change the arrangements under a Direct Debit Request by contacting us:
- Phone: 1300 727 827
 - Email: smiles@starlight.org.au
- 3.2 To stop or defer a debit payment, notify us in writing at least 14 days before the next debit day via:
- Email: smiles@starlight.org.au
 - Post: PO Box 101, St Leonards NSW 1590
- 3.3 You may also cancel your authority for us to debit your account at any time by providing written notice at least 14 days before the next debit day. Alternatively, you can contact your financial institution to arrange cancellation.

4. Your Obligations

- 4.1 It is your responsibility to ensure sufficient clear funds are available in your account to allow a debit payment.
- 4.2 If there are insufficient funds:
- a) You may be charged a fee and/or interest by your financial institution
 - b) You may incur fees or charges imposed by us
 - c) You must arrange for the payment to be made by another method or ensure sufficient funds are available
- 4.3 Please check your account statement to verify that the amounts debited are correct.

5. Dispute

- 5.1 If you believe there has been an error in debiting your account:
- Contact us on 1300 727 827 or email smiles@starlight.org.au
 - Confirm your notice in writing as soon as possible
- 5.2 If we find your account was incorrectly debited, we will arrange for your financial institution to adjust your account and notify you in writing.

- 5.3 If we find no error, we will provide you with reasons and any supporting evidence.

- 5.4 If unresolved, you may refer the matter to your financial institution.

6. Accounts

- 6.1 Before completing the Direct Debit Request, you should check:
- a) Whether direct debiting is available from your account
 - b) That your account details are correct
 - c) With your financial institution if you have any queries

7. Your Privacy

- 7.1 Starlight Children's Foundation collects your personal information to:
- Process your donation and manage your supporter relationship
 - Comply with legal obligations
 - Keep you informed about the impact of your support
- 7.2 If you choose not to provide your personal information, we may be unable to process your donation or contact you.
- 7.3 We may disclose your information to trusted third-party service providers (such as telemarketing agencies) who help us deliver our services. Some of these providers may be located overseas.
- 7.4 You have the right to access and correct your personal information at any time. To do so, or to change how often you hear from us, please contact us on 1300 727 827 or email smiles@starlight.org.au.
- 7.5 You can opt out of receiving marketing and impact communications from us at any time. This won't affect transactional communications such as receipts or updates required by law.
- 7.6 To view our full Privacy Policy, visit: www.starlight.org.au/privacy-policy
- 7.7 We collect personal information directly from you when you sign up with our fundraisers, online, or over the phone.
- 7.8 Some information may be collected to meet our legal obligations, such as financial reporting and compliance with fundraising regulations.
- 7.9 Our Privacy Policy also outlines how you can make a complaint if you believe we've breached the Australian Privacy Principles.

8. Limitation of Liability

- 8.1 Subject to applicable law, we are not liable for any loss or damage arising from the debit arrangements set out in this Agreement, even if we have been advised of the possibility of such loss or damage.