

# PRIVACY POLICY

## What personal information do we collect and store?

So that we can provide services to you, we may ask for personal details such as your name, address, telephone number or e-mail address. Some examples of where we may need these details are home delivery of paperwork, subscription to our mailing list, or for contacting over the duration of our programs. Privacy law requires us to collect personal information about you only if it is reasonable and practical to do so.

Teen Missions International Australia takes measures to ensure your personal information is protected from unauthorised access, loss, misuse, disclosure or alteration. We also take measures to destroy personal information when it is no longer required.

Generally, you have no obligation to provide any information requested by us. If you choose to withhold requested information however, we may not be able to provide you with the services that depend on the collection of that information.

## How your personal information is used.

The personal information that we ask for is generally used to provide information or services to you. For example, for a credit card transaction we need your card number, or for a Summer Team sign up we need your contact details so we can contact you with the necessary information.

We may also use your personal information in other ways to provide you with superior service. This may include using your personal information to advise you of new ministry opportunities and summer teams if you have subscribed to our mailing list, or to contact you again if you have been involved with us previously, to see if we can again provide those services to you (for example we may mail out our brochures to previous team members/leaders). We do not send information to you other than for the main purpose for which we have collected your personal details.

We do not provide your details to other organisations for any purpose.

## Access to your personal information

We will provide you with access to any of your personal information we hold (except in the limited circumstances recognised by privacy law).

If you require access to your personal information, please e-mail us at [info@teenmissions.com.au](mailto:info@teenmissions.com.au)

If you need to update your information (eg. if you change your address), please email us at [info@teenmissions.com.au](mailto:info@teenmissions.com.au) so we can make the change.

## Our Commitment to each Donor:

Teen Missions International will not sell, rent, or transfer your personal information to any outside organisations. Donor information will be limited to internal use for the purpose of processing transactions, mailing information, or electronic communication with the donor.

Some donations may require processing by a third-party organisation or service provider. Donor information will only be used as needed to process the donation.

## More information

More information about Privacy law and the National Privacy Principles is available from the Federal Privacy Commissioner at <http://www.privacy.gov.au/>.

# REFUND POLICY AND TERMS AND CONDITIONS

## Donations

Due to the nature of charity donations, refunds are given at the discretion of our management. Please make sure that the amount you enter is the amount you wish to give. In the event of an incorrect amount being entered, or if the donation is made accidentally or there is an extremely unusual circumstance, please email us at [info@teenmissions.com.au](mailto:info@teenmissions.com.au). We will review the request and respond. We will refund if there was a system error with the donation processing.

## Registration Fee

The registration fee is not transferable or refundable at any time.

## TMIA Cancellation of Team

In the event that a team is cancelled by Teen Missions International Australia for any reason, team members will be given the opportunity to move to another team of their choice. Contributions made towards their original team cost will not be refunded, but can be held over for another year, less any expenses already paid.

## Team Member/Leader Cancellation or no show

In the event an assigned team member/leader does not go, financial disbursement is at the discretion of Teen Missions for mission work and evangelistic projects. However, if an assigned team member is

unable to go due to illness or injury, contributions made towards their team cost (less administrative and other incurred costs) will be held upon request for one year so that the assigned team member can go on a team the following year. This team member must provide Teen Missions with a statement from their doctor stating the diagnosis or nature of the injury and that it prohibits the team member's involvement in the summer program. After October 1, \$200 administrative costs, other prepaid costs, and \$150 work allotment money would be deducted since that money will have been disbursed by that time. By November 1, any airline tickets are usually purchased and are not refundable. If at the last minute an assigned team member decides not to go, the contributions cannot be held or transferred.

Any contributions made in the excess of the team cost cannot be refunded, but can be transferred to another registered team member.