



Navigating Cancer Together

Regular Giving Donation Form

Please fill in this form and return to:

Mail: Cancer Council Queensland
Reply Paid 201
Spring Hill QLD 4004

Email: donorrelations@cancerqld.org.au

Phone: 1300 663 936

Website: www.cancerqld.org.au

ABN: 48 321 126 727

I would like to make regular donations to help improve the lives of people impacted by cancer.

My details:

First Name

Surname

Address

Phone

Email

I'll gladly help with a regular monthly tax-deductible donation for:

\$10

\$15

\$20

\$30

\$60

\$

other

(Optional)

I would like to make my donation in honour of

I'd like to make my donation by:

Direct debit from my bank account* (please fill out your bank details overleaf)

OR please debit** my:

Visa

Mastercard

Amex

Diners

Name on card

Expiry

/

month

year

Signature

CSV

**Credit card payments will be processed on the last business day of each month

Cancer Council Queensland is here to support all Queenslanders impacted by cancer by reducing cancer risk, improving early detection and improving the quality of life for Queenslanders impacted by a cancer diagnosis.

*Regular donations help us plan for the future and save on administration and postage.
Donations to Cancer Council Queensland are tax-deductible.*

Direct Debit Request Authority

By completing this form you authorise and request, Cancer Council Queensland (Debit User No. 117821), to arrange for funds to be debited from your nominated account at the financial institution indicated below, via the Bulk Electronic Clearing System (BECS). This authorisation will remain in effect as per the terms and conditions outlined in the Direct Debit Request Service Agreement and this DDR form.

Name of Regular Giver initiating the DDR

First Name/Business Name

Surname/ACN

Payment details

I'd like to help by making a regular tax-deductible donation of \$ _____ per month.*

Account to be debited

Account held in the name of:

BSB Number _____ Account Number _____

Financial Institution's Name

Financial Institution's Address

Postcode

*Direct Debit will occur on the 15th of each month. If you would like to donate by credit card, please provide your credit card details overleaf.

Cancer Council Queensland Direct Debit Request Service Agreement

I/We have read the 'Cancer Council Queensland Direct Debit Request Service Agreement' below and acknowledge and agree with its terms and conditions. I/We request this arrangement to remain in force in accordance with the details set out above and in compliance with the 'Cancer Council Queensland Direct Debit Request Service Agreement'.

Customer(s) Name _____ Date _____ / _____ / _____
 Customer(s) Signature _____ day month year

Cancer Council Queensland Direct Debit Request Service Agreement

Debit User No. 117821

The Direct Debit Request Service Agreement is an agreement between Cancer Council Queensland (CCQ) and you. You have authorised CCQ to deduct funds from your bank account as donations to CCQ. Please read the agreement carefully. The agreement outlines CCQ's obligations to you as a Direct Debit User and your responsibilities as a donor. Please keep this agreement for future reference. It can also be found on the CCQ website donate.cancerqld.org.au/direct-debit-request-service-agreement and will be mailed to you after CCQ has processed your Direct Debit request.

Customer Service Agreement Definitions

Account means the account held at Your Financial Institution from which we are authorised to arrange for funds to be debited.

Agreement means this Direct Debit Request Service Agreement between you and us.

Business Day means a day other than a Saturday or Sunday, or public holiday listed in Queensland.

Bulk Electronic Clearing System (BECS) is a streamlined electronic payment method used to process low-value, bulk transactions in Australia and New Zealand.

CCQ means Cancer Council Queensland.

Debit Day means the day that payment by you is due.

Debit Payment means a particular transaction where a debit is made.

Direct Debit Request means the Direct Debit Request between Cancer Council Queensland and you.

Regular Giver is someone who makes regular donations to Cancer Council Queensland. These donations are typically made on a recurring basis, such as monthly, bi-monthly, quarterly, semi-annual or annually.

Us or We means CCQ, the Debit User (Debit User No. 117821) you have authorised by signing a Direct Debit Request.

Your Financial Institution is the financial institution where you hold the Account that you have authorised us to arrange to debit.

Our commitment to you:

We, CCQ, note our commitment to you as the following:
 • We will only arrange for funds to be debited from your Account as authorised in this Direct Debit Request Service Agreement. You should refer to the Direct Debit Request and this Agreement for the

terms of the arrangement between Us and you.

• Where the Debit Day falls on a non-business day, we will draw the amount on the next Business Day.

• We will provide written notice of any proposed changes to this Direct Debit Request Service Agreement or a Direct Debit Request in no less than 14 Business Days'.

• We will advise you by notice, statement, or invoice of the drawings.

• We reserve the right to cancel the Direct Debit Request if Debit Payments are continually returned unpaid by Your Financial Institution. Where Debit Payments are returned unpaid, we will arrange with you an alternative payment method.

Your commitment:

By signing this Direct Debit Request, you have agreed to be bound by the following commitments with Cancer Council Queensland:

• You have authorised CCQ (Debit User No. 117821) to arrange for funds to be debited from your nominated account on the 15th of each month.

• It is your responsibility to ensure that your Account can be debited through the Bulk Electronic Clearing System (BECS), before submitting the Direct Debit Request. Please check with your Financial Institution beforehand as not all accounts offered by financial institutions support direct debiting.

• It is your responsibility to make sure that the Account details you provide to Us are correct by checking them against a recent account statement.

• It is your responsibility to always ensure that sufficient funds are available in the Account to meet Debit Payment on the Debit Day.

• If there are insufficient funds in your Account to meet a Debit Payment, you may be charged a fee by Your Financial Institution.

• It is your responsibility to advise Us if your Account is altered, transferred, or closed by contacting Us via mail, phone, or email as per contact details at the end of this agreement.

• It is your responsibility to arrange with us a suitable alternate payment method if the Debit Payments are stopped, either by you or Your Financial Institution.

• It is your responsibility to meet any charges resulting from the use of the direct debit system. This may include fees charged to us for returned drawings.

• It is your responsibility to advise CCQ in writing of any changes to your payment method number and/or credit card expiry date at least 14 Business Days before the next Debit Day. You may be

contacted by CCQ to update these details.

Your rights

• You may request to defer your Debit Day, by providing notice to Us by contacting Us via mail, phone, or email as per contact details at the end of this agreement. Such notice should be received by Us at least 14 Business Days prior to the next Debit Day.

• You may cancel this Direct Debit Request arrangement at any time by contacting us via mail, phone, or email as per contact details at the end of this agreement. Such notice should be received by Us at least 14 Business Days prior to the Debit Day. Your Financial Institution is unable to cancel your Direct Debit Request.

Disputes

• If you believe there has been an error in debiting your Account, you should notify Us directly on 1300 663 936 or email donorrelations@cancerqld.org.au, as soon as possible so that we can resolve your query.

• We will investigate and deal promptly with any queries, claims or complaints regarding debits, and will endeavour to provide a response within 14 Business Days.

• If we conclude because of our investigations that your Account has been incorrectly debited, we will respond to your query by arranging for Your Financial Institution to adjust your Account (including interest and charges) accordingly. We will also notify you, via mail, phone, or email, of the amount by which your Account has been adjusted.

• If we conclude because 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.

• 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. If we cannot resolve the matter, you can still refer it to Your Financial Institution, who will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

Confidentiality of Account Details

• We will make reasonable efforts to keep any information (including your Account details) secure and to ensure that any of our employees or agents, contractors or service providers who have access to this information do not make any unauthorised use, modification, reproduction, or disclosure of that information.

• When we collect, use, disclose, store, provide access to, or otherwise deal with your personal information we will do so in accordance with our Privacy Collection Statement as set out below.

Privacy Statement

Cancer Council Queensland is collecting your information for fundraising purposes. Unless you opt out, we may send you information about programs, products, services, fundraising or other activities that may interest you. We may share your information with other organisations so that they can provide us with services, or when required by law. If we share your personal information with others, we will take reasonable steps to ensure that they deal with personal information appropriately. It is possible that our use of these organisations may result in the disclosure of some of your information outside of Australia. You consent to your information being disclosed to a destination outside Australia; and you understand and acknowledge that we will not be held accountable, and you will not be able to seek redress under the Privacy Act in respect to such disclosures.

For more information on how we handle your personal information, please see <https://cancerqld.org.au/about-us/our-privacy-policy/fundraising-privacy-collection-statement/> and our full Privacy Policy at <https://cancerqld.org.au/about-us/our-privacy-policy/>. If you do not agree to the disclosure of your personal information overseas, or to access your information or unsubscribe from marketing communications please call 1300 65 65 85 or email donorrelations@cancerqld.org.au. To make a privacy complaint please contact privacyofficer@cancerqld.org.au.

Notice

If you wish to contact us relating to this Agreement, please contact us via mail, phone, or email using the below details:
 Cancer Council Queensland
 PO Box 201, Spring Hill, Qld 4004
Phone: 1300 663 936
Email: donorrelations@cancerqld.org.au
 We will respond and confirm your notified changes via the communication method you have notified us on. Any notice that has been posted will be deemed to have been received five Business Days after it is posted.