

World Vision Australia Tap.Give.Change. Service Agreement

This is your Tap.Give.Change. Service Agreement with World Vision Australia ABN 28 004 778 081.

It explains what your obligations are when using a Tap.Give.Change. device to donate to us. It also sets out what our obligations are to you. It replaces entirely any previous agreement you may have had with us.

1. Your obligations

It is your responsibility to make sure that you use your bank or credit card correctly when using a Tap.Give.Change. device, including how many times you tap to make a donation.

You should check your account statement to verify that the amount(s) debited from your account are correct.

2. Obtaining a receipt

We will not issue a receipt for your donation unless you request one. You can request a receipt through one of the options to contact us below.

Australian Taxation Office Class Ruling CR 2017/14 (**Ruling**) states that you can rely on your bank or credit card statement as written evidence for claiming a tax deduction in respect of a donation made using a tap to donate device. We will ensure the description of the transaction satisfies the requirements of the ruling.

Nothing in this agreement constitutes advice on whether you are entitled to claim a tax deduction in respect of your donation using a Tap.Give.Change. device.

3. What if there is a problem?

If you believe that there has been an error in debiting your account, please contact us directly and confirm this in writing as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up directly with your financial institution.

If we conclude that your account has been incorrectly debited we will arrange for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

If we conclude that your account has been correctly debited we will respond to your query by providing you with reasons and supporting evidence in writing.

4. Keeping your information safe

Information that you provide to us will be used: to enable us to process your request, for other purposes explained in our [privacy policy](#) (you can also request a copy by phoning us 13 32 40), or as the law permits. We don't rent, sell or exchange information we hold.

5. Contacting each other

If you wish to contact us about anything relating to this agreement, please:

- call us on [13 32 40](tel:133240)
- email us at service@worldvision.com.au
- write to World Vision Australia, GPO Box 399, Melbourne VIC 3001

Where we have to notify you in writing, we may do so by electronic message (if we have, for example, your email address or mobile phone number) or by post to the address you have given us.

Any notice given by post will be deemed to have been received on the third banking day after posting.

Any notice given electronically will be deemed to have been received 24 hours after the message was sent unless the person sending the message knows or reasonably ought to suspect that the message was not delivered.