



MYSMALLHELP AUSTRALIA LIMITED

Terms and Conditions and Refund Policy

Thank you for choosing to make a donation to MySmallHelp Australia Limited. Your support will help change the lives of some of the most vulnerable people in our community. In donating to MySmallHelp Australia Limited) you are agreeing to:

Refund Policy Due to the nature of charity donations, refunds are given at the discretion of our management. Donations will only be refunded if genuinely made in error. 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 contact us in writing.

We will review the request and respond within five working days. If a donation is refunded, the associated tax receipt is no longer truthful so it should be shredded. **Privacy Policy** MySmallHelp Australia Limited respects the privacy of all individuals, companies and community organisations who donate money and/or goods in support of our work. Personal information gathered through donations is entered into a secured database for receipting and communications purposes. We will collect, use and disclose personal information in accordance to our privacy policy.

Purpose of your donation MySmallHelp Australia Limited will always aim to honour the agreed purpose of a donation if any. However, we have ultimate unconditional discretion to redirect the donation.

Declining a donation: MySmallHelp Australia Limited has ultimate discretion to decline a donation. Please direct all enquiries to matt@mysmallhelp.org