



wunan[™]

Choose your future

Refund Policy

If you have made an error in making your donation, please contact Wunan Foundation on 08 9168 3881 or email www.admin@wunan.org.au.

Any request for refund of contributions already donated to Wunan Foundation Inc by a donor will be considered and determined on a case by case basis. Refunds will be made by cheque only.

When a request for a refund is received, an assessment of the reason given for the refund request is undertaken. The following reasons will usually be considered favourably:

- an error has been made by Wunan Foundation Inc
- a donor decides within the first 1-3 weeks of providing contributions that they have changed their mind and the funds have not already been remitted
- a sponsor/donor banking details are fraudulently obtained and used

The following reasons will not usually be grounds for a refund to be given:

- the donor simply changes their mind
- the financial circumstances of the donor
- the donor denies or disputes having made a decision with Wunan Foundation Inc to provide financial contributions
- disagreement by the donor with the nature of the programs provided by Wunan Foundation Inc

If it is agreed that a refund is to be made, the donor will be sent a cheque within five working days of the decision.

Privacy Policy

Wunan Foundation Inc is conscious of the privacy concerns of its donors. Protecting your privacy and the confidentiality of your personal information is fundamental to the way we do business. Wunan Foundation Inc is an organisation that is by nature personal information intensive. It relies on comprehensive and accurate personal information about its donors and others with whom we deal. We have robust systems and procedures in place to protect your privacy whenever we collect, store or use your personal information.

How we collect your personal information

We collect your personal information directly from you when you complete the donations information on our website. The type of personal information we collect includes official and preferred names, titles, private and/or business address details, telephone and facsimile contact details both private and business, email addresses, date of birth and gender.

wunan  Aboriginal people succeeding through ability, opportunity and reward for effort.

Wunan Cnr Coolibah Drive & Messmate Drive. PO Box 1338, Kununurra WA 6743

T: +61 (0)8 9168 3881 **W:** www.wunan.org.au

ABN: 61 577 218 799 **Charitable Collections Licence** 20625

Use and disclosure of your personal information

We may use your personal information for purposes related or ancillary to the main reason we collect it, such as:

- Internal accounting and administration
- Regulatory reporting and compliance
- Helping us to inform you about how your donation has assisted Wunan Foundation Inc support Indigenous people.

We treat all personal information we hold about you as confidential. This applies except where disclosure of your personal information is:

- Compelled by law - eg. Disclosure to courts under subpoena
- With your consent

Disclosure to third parties

We may provide names and email addresses to a third party mailing house to email updates to you. In this situation, we prohibit the third party from using personal information about you except for the specific purpose for which we supply it.

You can access your information

On request we will provide you with information supplied and held about you, which is readily accessible and which may lawfully be provided. Your request to provide information will be dealt with in a reasonable time.

We store your personal information securely

We protect any personal information that we hold about you from misuse and loss. We protect your privacy by restricting access to your personal information to those staff that need it, either to process information or to provide you with information you have asked for. Your personal information may be stored in hardcopy documents, as electronic data, or in Wunan Foundation Inc's software or systems. We maintain physical security over our paper and electronic data stores and premises. We also maintain computer and network security. For example, we use systems such as user identifiers and passwords to control access to computer systems.

We respect your decision not to receive mail

On request we will remove your address details from our records and discontinue sending promotional material.

Resolving your concerns

If you believe that the privacy of your personal information has been compromised, you are entitled to complain. If you have a complaint, contact the area where you believe the breach has occurred by phoning 08 9168 3881. If your complaint is not resolved to your satisfaction, forward a written complaint to: The Chief Executive Officer, Wunan Foundation Inc, PO Box 1338, Kununurra WA 6743.

A written complaint must include a return address and identify the conduct that is the basis for the complaint. There are no requirements for lodging a complaint.

Secure Socket Layer (SSL)

Wunan Foundation Inc uses SSL (Secure Socket Layer) encryption when transmitting certain kinds of information, such as financial services information or payment information. SSL is the industry standard. An icon resembling a padlock is displayed on the bottom of most browsers window during SSL transactions that involve credit cards and other forms of payment. The information you provide will be stored securely on our servers. Once you choose to store or enter your credit card number, it will not be displayed back to you in its entirety when you retrieve or edit it in the future. Instead of the entire number, you will only see asterisks and either the first four digits or the last four digits of your number.