



# Terms and Conditions

These terms and conditions apply to the use of this website.

## Disclaimer

Ronald McDonald House Charities® (RMHC) New Zealand makes every effort to ensure that the information on this site is accurate and current. Whilst exercising this care, RMHC New Zealand does not accept liability for any losses or damage arising directly or indirectly from reliance on the content of this site.

References and links to other organisations or their websites are intended for the convenience of users, and do not constitute an endorsement of any websites, organisations, or individuals outside RMHC New Zealand. Nor does RMHC New Zealand implicitly endorse individuals or organisations that link to this website from their own sites.

Every effort is made to keep the website up and running smoothly. However, RMHC New Zealand takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

## Privacy

Any personal data you transmit to the site by electronic mail or otherwise, will be used by RMHC New Zealand in accordance with our privacy policy below.

## Making a donation

Ronald McDonald House Charities® New Zealand collects and uses personal information from donors including: names, addresses, telephone numbers, email addresses and donation dates/amounts.

We use this information to:

- provide and distribute receipts
- send out donor acknowledgement letters and thank donors for their donations



- keep supporters informed about upcoming fundraising initiatives and other activities of RMHC New Zealand
- communicate to our supporters through direct mails, email and newsletters

## Receipting

- Receipts for online one-off donations are provided via email or letter, once the payment has been processed.
- Regular giving donation receipts will be issued at the end of each financial year.

## Refund and Cancellation Policy

All transactions are processed in \$NZD.

- One-off donations cannot be refunded.
- If you wish to cancel a regular donation you must contact us, and provide us with 10 working days' notice.
- Any refunds will be at the discretion of Ronald McDonald House Charities New Zealand. If you have made a donation you need to withdraw or dispute please contact us at [fundraising@rmhc.org.nz](mailto:fundraising@rmhc.org.nz)

## Use of Text and Images

Ronald McDonald House Charities New Zealand reserves all copyrights on material within its web pages. If you would like to publish information or imagery that you find on our website or wish to use the Ronald McDonald House Charities New Zealand logo please contact the fundraising team:

[fundraising@rmhc.org.nz](mailto:fundraising@rmhc.org.nz).

## Contact us

If you have any questions about these terms and conditions or our website please contact us at [fundraising@rmhc.org.nz](mailto:fundraising@rmhc.org.nz).



# Privacy

This privacy policy applies to all information collected by Ronald McDonald House Charities® (RMHC) New Zealand.

Ronald McDonald House Charities New Zealand recognises the importance of protecting an individual's privacy and is fully committed to following the regulations set out by the Privacy Act 1993.

This website privacy policy tells you what information we collect and why, what we do with it, and your rights to view, correct or change it.

## What type of information is collected by this website?

We do not collect personally identifying information about you when you visit our site, unless you choose to provide such information to us. Providing such information is strictly voluntary. This policy is your guide to how we will handle information we learn about you from your visit to our website.

## Visitor information

We collect and store the following information about visitors to our site: the name of the domain from which you access the Internet, the date and time you access our site, and the Internet address of the website from which you linked to our site. Cookies may be used to remember visitor preferences when interacting with the website.

We use the information we collect to measure the number of visitors to the different sections of our site, and to help us make our site more useful to visitors.

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### [Sending us an email](#)

You also may decide to send us personally identifying information, for example, in an email containing a question or comment, or by filling out a web form that provides us this information. We use this information from an email primarily to respond to your requests. We may forward your email to other employees who are better able to answer your questions.

If you sign up for one of our email lists, we will only send you the kinds of information you have requested. We won't share your name or email address with any outside parties.

### [Opt-Out or Change your contact information](#)

If you are receiving communication from us that you wish to update, request a correction to your personal information or you no longer wish to receive then please contact us through the following methods:

Phone: 09 365 8334

Email: [fundraising@rmhc.org.nz](mailto:fundraising@rmhc.org.nz)

You will always have the option to opt-in and opt-out of communications at any time.



## Questions about our policies

If you have any questions about this privacy statement, the practices of this site, or the use of your personal information, please contact us at:

Ronald McDonald House Charities (RMHC) New Zealand  
PO Box 110119  
Auckland Hospital  
Auckland 1148

We reserve the right to amend information on the website and within the privacy policy at any time. By continuing to use this website after any changes have been made, you acknowledge that you will continue to be bound by these terms.

*Updated 3 November 2017*