

Donations Refund Policy

Due to the nature of charity donations, we are under no obligation to give refunds. Decisions on refunds will be at the discretion of In Home Hospice Care Inc Board of Governance.

If a donation is refunded, the associated tax receipt is no longer valid so it should be securely destroyed. Please note it is your responsibility to submit only correct receipts to the Australian Tax Office.

In Home Hospice Care accepts all donations in good faith. While we understand entirely that everyone has different preferences regarding donations and that sometimes it is not convenient to give, we will not refund a donation that has been knowingly and voluntarily given to us.

- We will refund if there was an error made by In Home Hospice Care.
- We will refund if the donation was provided by a vulnerable person.
- We may refund if the donor entered the wrong amount.
- We may refund if there are exceptional circumstances.

Should you need to request a refund please contact us in writing within 90 days, at 1 James Street, Mount Gambier, SA 5290 or email manager@ihhcare.org.au

Include the date your donation was made and outline the circumstances. We will review the request and aim to respond within 7 days.

Should an error in the donation amount be detected and a request for refund made after 90 days have expired, In Home Hospice Care regrets that we are unable to issue a refund.

Donations Privacy Policy

Collection of your personal information

In Home Hospice Care is committed to protecting your privacy and understand that our clients are concerned about the privacy, confidentiality and security of their personal information. In Home Hospice Care comply with the Commonwealth's Privacy Act 1988.

Use of your personal information

When you visit the In Home Hospice Care website, our server makes an anonymous record of your visit and may obtain the following information for statistical purposes only:

- User's server address and top level domain name
- Date and time of visit to the site
- Pages viewed and documents downloaded by the user

- Sites previously visited
- Type of browser used
- Country of origin of the user

Sharing of your personal information

We don't share any of your personal information with third parties for marketing purposes.

In Home Hospice Care will not disclose your personal information to any third party except when required by law and/or in accordance with the Privacy Act 1998.

Changes to this Donations Privacy Policy

From time to time, we may use client information for new, unanticipated uses not previously disclosed in our privacy notice. If our information practices change at some time in the future we will use for these new purposes only, data collected from the time of the policy change forward will adhere to our updated practices.

In Home Hospice Care reserves the right to make amendments to this Donations Privacy Policy at any time. If you have objections to the Donations Privacy Policy, you should not access or use the website.

Contacting us

In Home Hospice Care welcomes your comments regarding this Donations Privacy Policy. If you have any questions about this policy and would like further information, please contact us by email at manager@ihhcare.org.au