



Direct debit agreement – commitments & responsibilities

Our commitment to you:

Wayside Chapel, ABN 77 406 918 553, makes the following commitments to our direct debit monthly givers:

- We will debit your nominated account each month on the agreed upon date. If the nominated date falls on a weekend or public holiday, the debit will be taken the next business day.
- In the event the debit is declined, we may re-attempt the transaction in the days following the due date and/or contact you.
- We reserve the right to cancel the direct debit agreement if debits are continually declined by your nominated financial institution.
- If you wish to make changes or cancel your direct debit, you can contact us at monthlygiving@thewaysidechapel.com or 02 9581 9101. Please allow five business days for changes to be made. If changes are requested over the phone, these will be confirmed in writing by Wayside Chapel.
- If there is an issue with the direct debit, we will contact you in writing within 14 business days.
- At the end of each Australian financial year, we will provide you with an annual statement that details all your tax-deductible donations within that financial year
- We will collect and handle your personal information in accordance with our Privacy Policy copies of which are available here:
<https://www.waysidechapel.org.au/privacy/> or on request. You can access (and request to correct) your personal information by contacting our Privacy Officer:
 - by phone 02 9581 9187
 - by email: mail@thewaysidechapel.com
 - by post: PO Box 66, Potts Point, NSW 1335Concerns or complaints about our collection or handling of your personal information can also be referred to our Privacy Officer (using the contact details above).

Your responsibilities as a donor:

- All account details provided are correct and the person authorising the direct debit is an account signatory of the account to be debited.
- The account is eligible for direct debit arrangements.
- Sufficient funds are available on the agreement date of direct debit. If sufficient funds are not available, the donor is responsible for any fees incurred by their financial institution.
- If the nominated account is changed in any way or closed, you must alert us prior to the next scheduled debit date.
- If you wish to cancel or alter a debit payment, you must notify us by calling us on 02 9581 9101 or emailing us at monthlygiving@thewaysidechapel.com, at least 5 days before the next donation day.