Bone Marrow Cancer Trust Website Terms and Conditions

These Terms and Conditions govern your use of the Bone Marrow Cancer Trust (BMCT) website at **www.bmct.org.nz.** By accessing or using this website, you agree to be bound by these Terms and Conditions.

Disclaimer

BMCT makes reasonable efforts to ensure that information published on this website is accurate, complete and up to date. However the information is provided for general information purposes only and should not be relied upon as professional, medical, legal or financial advice.

To the maximum extent permitted by law BMCT excludes all liability for any loss, damage, cost, or expense, whether direct, indirect, incidental, special, or consequential, arising from the use of, or reliance on, information contained on this website.

While we make reasonable efforts to ensure the website is available and secure, we do not guarantee uninterrupted access or that the website, servers or content will be free from viruses, malware, or other harmful components. Users should take appropriate precautions to protect their systems and information.

Privacy

Any personal information you provide through this website will be collected, used, stored and disclosed in accordance with our Privacy Policy.

Please refer to our Privacy Policy for further information about how we manage your personal information.

Acceptable Use

By using this website, you agree not to:

- use the website for any unlawful purpose;
- attempt to gain unauthorised access to any part of the website, systems, networks or data;
- interfere with the operation, security or functionality of the website;
- introduce viruses, malicious code or other harmful material;
- use the website in any way that may damage BMCT's reputation or the experience of other users.

BMCT reserves the right to restrict or terminate access to the website where these Terms and Conditions are breached.

Making a Donation

BMCT collects and uses personal information from donors, including names, addresses, telephone numbers, email addresses and donation details.

We use this information to:

- process donations;
- issue receipts and acknowledgements;
- thank donors for their support;
- keep supporters informed about fundraising activities, events, services, and initiatives of Bone Marrow Cancer Trust, Bone Marrow Cancer Research Trust, Rānui House and Rānui Apartments;
- communicate with supporters through mail, email, newsletters and other relevant updates.

Supporters may opt out of marketing communications at any time by using the unsubscribe function in our electronic communications or by contacting us directly.

Online donations are processed through secure third-party payment providers. BMCT does not store full payment card details.

Receipting

- Receipts for online one-off donations will be provided by email or post once payment has been successfully processed.
- Receipts for regular giving donations will be issued following the end of the financial year (31 March).

Refund and Cancellation Policy

All transactions are processed in New Zealand Dollars (NZD).

One-off Donations

Donations are generally non-refundable. However BMCT may, at its discretion consider refund requests where:

- a donation has been made in error;
- duplicate donations have been processed;
- there are exceptional circumstances that warrant review.

Regular Donations

If you wish to cancel a regular donation, please contact BMCT and provide at least 10 working days' notice to allow the cancellation to be processed.

If you wish to withdraw or dispute a donation, please contact us at **accounts@bmct.org.nz.**

Intellectual Property

Unless otherwise stated, all content on this website, including text, graphics, photographs, logos, designs, documents, publications and other materials is owned by or licensed to BMCT and is protected by copyright, trademark and other intellectual property laws.

No content may be reproduced, published, distributed, modified or used for commercial purposes without prior written permission from BMCT.

If you wish to use material from this website or the BMCT logo, please contact our Marketing and Communications Team at **hello@bmct.org.nz**.

Accessibility

BMCT is committed to making its website accessible and usable for all visitors.

If you experience difficulty accessing information on this website or require information in an alternative format, please contact us and we will do our best to assist.

Changes to these Terms

BMCT reserves the right to amend these Terms and Conditions, the website content and related policies at any time.

Any changes will take effect once published on this website. By continuing to use the website after changes have been made, you agree to be bound by the updated Terms and Conditions.

Governing Law

These Terms and Conditions are governed by the laws of New Zealand.

Any dispute arising from or relating to the use of this website shall be subject to the exclusive jurisdiction of the courts of New Zealand.

Contact Us

If you have any questions about these Terms and Conditions, our website or our Privacy Policy please contact:

Bone Marrow Cancer Trust
Email: **hello@bmct.org.nz**
Website: **www.bmct.org.nz**

Policy approved by:	Chief Executive Officer
Policy in effect from:	01 May 2022
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Review Cycle:	Every 3 years or sooner if legislative or operational changes occur.
Manager responsible for policy:	Philanthropy & Partnerships Manager