

Salvos Stores Club Card Program

TERMS & CONDITIONS OF PROGRAM

The Salvos Stores Privacy Statement forms part of these Terms & Conditions. By continuing to use our website, or registering as a Salvos Stores Club Card member, you are consenting to the collection of information by us in accordance with this Privacy Statement.

In these Terms and Conditions “we”, “us”, or “our” means The Salvation Army (Victoria) Property Trust (ARBN 143 615 169 Incorporated in Victoria) as Salvos Stores (in WA, VIC, TAS, SA & NT).

1. Membership

Membership to the Salvos Stores Club Card program is free. You may apply to be a member of the Salvos Stores Club if you are aged 16 years or over and have a current Australian residential address. To become a member, you can provide your details at a participating Salvos Store and activate your account online, or register your details online and complete the online application form. More details on the online activation process can be found on our website at <http://salvosstores.com.au/clubcard>. Online activation is required to finalise the registration process and no Salvos Stores Club points will accrue to a member until the online registration process has been successfully completed.

2. Salvos Store Club Card

Membership to the Salvos Stores Club Card program is free. We reserve the right to charge you \$5 for a replacement Salvos Stores Club Card in the event a replacement card is required.

Once you are registered online, a Salvos Stores Club Card will be issued to you (if you do not already have one).

A valid Salvos Stores Club Card must be presented by the cardholder for all transactions in-store (including, but not limited to, recording purchases and redeeming points under the Salvos Stores Club Card program).

3. Your obligations

It is your responsibility to inform us if:

- your personal details change (such as your address, email address or phone number). Without your correct details, we may not be able to contact you about your account or send you offers or rewards. We may need to restrict operations on your account (such as the ability to redeem points) until we have your current details;
- your card is lost or stolen.

You may terminate your membership at any time for any reason by contacting us at <http://salvosstores.com.au/clubcard> or by calling 13 SALVOS (13 72 58).

4. Earning Points

Salvos Store Club Card points are earned on the purchase of donated items only available from any participating Salvos Stores (‘a qualifying purchase’). No points can be earned on the purchase of new items from Salvos Stores.

Points are credited to your account on the basis of 1 point per \$1 spent on a qualifying purchase. Salvos Stores reserve the right to reverse points where a transaction is cancelled or a refund is given. You agree that we may correct erroneously earned or invalid points, or adjust for reversed transactions, at any time even if it would put your card into a negative points balance.

You may check your points balance at any time by logging into your Salvos Stores Club Card account at <http://salvosstores.com.au/clubcard>. We may, at our discretion, periodically send you a points summary using the contact details you have provided. We may also make your points balance available to you in other ways (for example, on a receipt for an in-store purchase).

Salvos Stores Club Card points do not expire unless you do not earn or redeem any points on your account for a period of 12 consecutive months, in which case your points will automatically expire and we may also terminate your membership and close your account without notice to you. Salvos Stores Club Card points are redeemable only by the cardholder and subject to compliance with these Terms & Conditions. You cannot transfer, sell, or give your Salvos Stores Club Card points to any other person.

Salvos Stores Club Card points are not redeemable for cash or able to be used in any way other than as set out in these Terms & Conditions.

5. Rewards

Once you are registered online as a Salvos Stores Club Card member, and have collected a minimum of 50 points in your Salvos Stores Club Card account, you may use your points to

purchase donated goods at participating Salvos Stores. 50 points equates to \$2.50 which can then be redeemed to purchase items. Any unredeemed points will remain on the card for future use.

6. General

We may, at our discretion, make any change we see fit to these Terms & Conditions, including, without limitation:

- the number of points earned on qualifying transactions;
- the number of points required to redeem items;
- the value of redemption points;
- the items included in qualifying transactions; and/or
- the period for expiry of existing or future points in your account.

We will give you notice of any change to these Terms & Conditions as set out at our sole discretion, via the Salvos Stores website and/or by direct communication sent to your email address.

We may terminate your Salvos Stores Club Card membership immediately and without notice where you:

- fail to comply with these Terms & Conditions;
- provide misleading information or make any misrepresentation to us in connection with Salvos Stores Club Card points;
- are abusive or offensive to any of our Salvos Stores staff or volunteers.

In our absolute discretion, we reserve the right to cancel, terminate, modify or suspend the Salvos Stores Club Card program at any time. We will not be liable to you for the termination of the Salvos Stores Club Card program including, without limitation, for any unredeemed points in your account at the time of termination.

Nothing in these Terms & Conditions limits your rights under the Australian Consumer Law. To the extent permitted by law, our liability for a breach of a right or remedy in connection with these Terms & Conditions is limited to the cost of replacing the goods you have acquired from us to which the breach relates.

SALVOS STORES PRIVACY STATEMENT

For the purpose of this Privacy Statement, The Salvation Army means The Salvation Army (being the unincorporated religious and charitable association), The Salvation Army (Victoria) Property Trust (ARBN 143 615 169 Incorporated in Victoria), The Salvation Army (South Australia) Property Trust, The Salvation Army (Western Australia) Property Trust, The Salvation Army (Tasmania) Property Trust, The Salvation Army (Northern Territory) Property Trust and any organisations or bodies corporate owned or operated by any of the bodies above.

The Salvation Army, a not-for-profit organisation, is committed to upholding the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth). Our Privacy Officer is responsible for ensuring that our privacy policies are adhered to and our detailed Privacy Policy can be accessed online at <http://www.salvationarmy.org.au/Privacy/>, by contacting our Privacy Officer on (02) 8878 4535 or by writing to us at PO Box 479, Blackburn VIC 3130.

Our Privacy Policy includes information about how you may access and update the personal information we hold about you and details of how you can complain about a breach of the Australian Privacy Principles and how we will deal with your complaint. You have the option of not identifying yourself or using a pseudonym when dealing with us in relation to a particular matter, unless we believe it is impracticable to do so in the circumstances. If you wish to deal with us in this manner, you must tell us in writing so that we can consider if your request is practicable.

PURPOSE FOR COLLECTION

The personal information that we collect about you is deemed reasonably necessary for the primary purpose of providing, administering, improving and personalising the Salvos Stores Club Card program. This can include processing payments, delivering orders, managing promotions, providing refunds and discounts, verifying identity, communicating with you (including direct marketing), conducting market research, maintaining and updating our records, dealing with enquiries from you, and working with our service providers. Using personal information, we endeavor to improve our understanding of your interests, suitability and behavior in relation to products, services and offers.

By providing us with this personal information you consent to our use or disclosure of your personal information for a secondary purpose related to the primary purpose, or where otherwise permitted by law. We may provide marketing communications and targeted advertising to you on an ongoing basis

by telephone, electronic messages (for example email), through our digital services, and by other means. These communications may relate to the products and services we provide which may be of interest to you. In order to perform these tasks, we may disclose your personal information to organisations involved in providing contracted services to us, such as information technology services and mailing functions. You can login to your Salvos Stores Club Card account at <http://salvosstores.com.au> at any time to opt out of postal, telephone and email direct marketing communications. We will not sell or trade your personal information.

WHAT TYPES OF INFORMATION DO WE COLLECT

The personal information we may collect, hold, use and disclose is what is reasonably necessary for the primary purpose of facilitating your purchases from Salvos Stores and your redemption of Salvos Stores Club Card points. We may collect and hold personal information of the following kinds:

- your personal details such as your name, addresses, telephone, age and gender;
- your customer reference number or Salvos Stores Club Card number;
- any rewards and redemption details applicable to your membership of our loyalty programs;
- what, how and when you buy from us;
- your stated or likely preferences (for example you may be interested in particular products or promotions).

CONSEQUENCES OF NOT PROVIDING PERSONAL INFORMATION

You generally have the option of not identifying yourself or of using a pseudonym when dealing with the Salvos Stores Club Card program. However, if you do not enable us to collect, hold, use or disclose your personal information, we may not be able to provide you with the goods you request or we may not permit your participation in our Salvos Stores Club Card benefits and promotions.

HOW DO WE COLLECT AND HOLD PERSONAL INFORMATION

When we collect personal information about you, we do so by making a record of it. We do this when:

- you register with us to become a member of the Salvos Stores Club Card program;
- you communicate with us online;
- you take part in our Salvos Stores promotions and competitions;
- you deal with us in other ways involving a need for personal information to be provided such as when you contact our Salvos Stores or make a claim against us.

When you visit our website, social media pages or mobile applications or click on our advertisements on the online media of other companies, we may collect information about you using technology which is not apparent to you (for example "cookies").

Personal information that we hold is generally stored in computer systems. These may be operated by us or by our service providers. In all cases, we have rigorous information security requirements aimed at eliminating risks of unauthorised access to, and loss, misuse or wrongful alteration of, personal information.

CONSEQUENCES OF NON COLLECTION

By not collecting this personal information we will be unable to provide Salvos Stores Club Card points to you and provide you with special offers or promotions.