**Uniting (Victoria and Tasmania) Ltd**

**Retail Loyalty Program**

**“Rewarding U”**

**Terms and Conditions**

### Introduction:

The ‘Rewarding U’ loyalty program is offered by Uniting (Victoria and Tasmania) Ltd (ABN 81 098 317 125) (“**Uniting**”) for use across Uniting opportunity shops located in Victoria and Tasmania (“**Op Shop**”).

### Membership:

By signing up for the ‘Rewarding U’ loyalty program, the member agrees to these Terms and Conditions.

There is no joining fee or ongoing fee to become or remain a member of Uniting’s ‘Rewarding U’ loyalty program. Joining the loyalty program can be done at any Op Shop. Individuals must be aged 16 years or over and be a resident of Victoria or Tasmania. The applicant must provide personal information including first name, family name, email address, postcode, and phone number, to be eligible to become a member of the program.

### Rewarding-U Rewards Card:

Once a member has joined, a unique ‘Rewarding U’ loyalty card will be issued. Each loyalty card has a barcode unique to each individual member. A valid loyalty card will be used to identify each member, and store accumulated rewards points.

A member must present the loyalty card or quote their phone number at the point of purchase to either earn points or redeem points. Failure to present the loyalty card or phone number will result in the non-earning or redemption of points.

### Member’s Obligations:

The member must advise Uniting in any Op Shop as soon as practicable if:

* The member’s details change (including contact details, email address or phone number). Uniting is not responsible for any loss of loyalty benefits if the member fails to notify Uniting of changes to their details.
* The member’s card has been lost or stolen. Uniting may in its absolute discretion, issue the member a new ‘Rewarding U’ loyalty card and transfer any existing points (as discussed below) to the member’s new ‘Rewarding U’ loyalty card. The member may be required to verify their identification at a Op Shop.

A member may cancel their membership at any time in writing to opshops@vt.uniting.org or by visiting a Uniting Op Shop.

### Earning Points:

The following outlines rules that apply to the way members of the loyalty program can accrue points:

* The reward system is based on $1 spend equals 1 point.
* Each point of redemption is upon an accumulated or one off spend of $100
* Each $100 spend equals 100 points. 100 points is equal to $5.
* A voucher is issued to the value of the earned rewards. E.g. if a person spends more than $200 in one transaction, a single voucher of $10 would be issued.
* The member is notified when a voucher is issued via email.
* Split payments to only accrue reward points on cash/eftpos payment amounts. i.e. when a combination of Gift Card and cash is used, rewards only awarded on cash payment amount.
* 50 Reward points given on each anniversary of loyalty membership.
* Bonus points are awarded after the member’s first purchase.
* An Autogenerated email will be sent with a voucher when 100 points has been achieved.

Exclusions to rewarding points:

* Gift cards
* Welfare vouchers

Uniting reserves the right to exclude certain items from being eligible to earn reward points. These items will be clearly marked.

In the case of a returned item resulting in a cash/EFT refund, points earned on the purchase may be deducted from the member’s account.

### Redeeming Rewards:

The following rules apply to the way members of the ‘Rewarding U’ loyalty program can redeem a reward:

* For each $100 spent = 100 points = $5 reward
* When a member has accrued 100 points, a $5 voucher is to apply when they make their next purchase.
* A member can redeem more than a $5 reward if available.
* Reward points which are not redeemed in full will remain in the members account for future use.
* Reward vouchers will auto-apply to a member’s account upon the acculation of 100 points or more in multiples of 100.
* If a voucher is not used in full, the remaining amount will remain on the members account for future use.
* The member is not required to produce the voucher to redeem the reward. Any awarded vouchers will automaticly apply on the members next purchase.
* Reward points cannot be exchanged for anything else, this includes gift vouchers or cash.
* Reward points will not expire.
* Reward points are personal to you and are not transferable to another person.

### Changes to Terms and Conditions:

Uniting reserves the right to make changes to these Terms and Conditions as required. This may include but is not limited to:

* The number of points earned on each transaction
* The number of points required to redeem a reward
* Expiry periods for accumulated points

Uniting will provide a minimum of 1 months’ notice of any changes which will be clearly displayed in each Op Shop, and communicated via email where a valid email address is held.

In the event that Uniting decides to discontinue the ‘Rewarding U’ loyalty program, a minimum of 1 months’ notice will be displayed in all Op Shops and given via email.

Uniting will not be liable to members for the discontinuation of the ‘Rewarding U’ loyalty program including, without limitation, for any unredeemed points in a member’s account at the time of the discontinuation of the program.

### Termination

Uniting may in its discretion, suspend, impose conditions or terminate a member’s membership without notice if Uniting reasonably believes that the member has:

* Breached these Terms and Conditions
* Provided misleading information or made any misrepresentation to Uniting in connection with the program.
* Engaged in, or is suspected of fraudulent conduct or conduct that is suspected to be fraudulent in relation to the program.
* Engaged in other inappropriate or illegal activity in relation to an Op Shop such as theft.
* Engaged in abusive or offensive behaviour to staff, volunteers or other customers.

### General

With the member’s consent, the ‘Rewarding U’ loyalty program may provide loyalty members with information about special promotional offers, sales, special events, and special reward opportunities from time to time via email.

### Member’s privacy rights

The members personal information will only be used or disclosed in accordance with [Uniting’s Privacy Statement – Customers](file:///C:\Users\Daniel.Santopietro\Downloads\Uniting’s%20Privacy%20Statement%20–%20Customers) at <https://www.unitingvictas.org.au/privacy/>. The personal information that Uniting collect’s is deemed necessary for the purposes of providing the ‘Rewarding U’ loyalty program to members.

Members personal information will only be used for the purpose(s) outlined in these Terms & Conditions.

### If there is a problem

Members privacy is important to Uniting and we will do our best to resolve any concerns. If a member has a complaint regarding the treatment of their privacy or a possible breach of privacy, please contact Uniting at-

By email: privacyofficer@vt.uniting.org

By Phone: 03 9192 8100

By mail: Level 4, 130 Lonsdale Street, Melbourne VIC 3000

Uniting takes privacy concerns seriously and treat all requests or complaints confidentially. Uniting will respond to any concerns raised within a timely manner, and to provide a response to written complaints within 28 calendar days.