



# **National Gallery of Australia Foundation Recurring Gifts Procedure**



## **1. Recurring Gifts Procedure**

The purpose of this procedure is to provide guidance on the management of recurring gifts made to the National Gallery of Australia through its Foundation. This procedure and terms and conditions of recurring gifts is made available to donors at the time of purchase and via email with their tax receipt.

## **2. Scope**

This policy applies to all recurring gifts made to the National Gallery of Australia Foundation via the online platform, TNEW.

## **3. Purpose**

This procedure provides a framework for the processing of recurring gifts, including a framework for how frequently gifts are processed, how donors can cancel recurring gifts and the communication of the terms and conditions related to recurring gifts.

## **4. Definitions and abbreviations**

### **Donor**

A person who has made a tax-deductible donation.

### **Recurring gift**

A cash donation that is made on a regular basis, either monthly, quarterly or annually.

### **TNEW**

The online portal for processing donations, which links to Tessitura for the purposes of capturing data.



## **5. Recurring Gifts Terms and Conditions**

### **5.1. Frequency of recurring gifts**

- When making a gift through TNEW, the donor can select to make a recurring gift to be deducted either monthly, quarterly or annually.
- By opting in to make a recurring gift, the donor gives consent to the National Gallery of Australia to deduct the recurring gift on the anniversary date of the first gift corresponding with the selected frequency (monthly, quarterly or annually) from the credit card information provided at the time of the initial gift or subsequently if updated details are provided to the Gallery.
- For example, if the donor opts-in for a monthly donation and made the first donation on the 8<sup>th</sup> day of the month, the recurring gift will be processed on the 8<sup>th</sup> day of each subsequent month.
- Recurring gift payments are taken until such time as the Gallery is notified of a recurring gift cancellation by the donor or individual acting on their behalf.

### **5.2 Unsuccessful payments**

- If the payment is not successful, donors will receive two reminders by either phone or email to confirm account details. If the donor is unable to be contacted on both occasions, the recurring donation will lapse.

### **5.3 Storage of payment information**

Credit card details for automatic renewals are stored in the CRM and are tokenized by the payment gateway provider.

### **5.4 Cancelling a recurring gift**

- Recurring gifts can be cancelled by contacting the Foundation team on (02) 6240 6408 or [foundation@nga.gov.au](mailto:foundation@nga.gov.au).
- 48 hours' notice is required to cancel a recurring gift.
- Outside of this notice period, donors can choose to opt-in or opt-out of their recurring gift at any time.

### **5.3 Data maintenance**

All data received by the Foundation is entered into the CRM in a format that complies with agreed system standards and treated in accordance with the National Gallery of Australia's [Privacy Policy](#)

Appropriate IT measures including backup procedures, disaster recovery, off-site storage, technical support and software management are in place and are covered by standard Gallery IT practices and procedures and external providers. Where data is a hosted service, the procedures for data storage by that vendor are included in contractual agreements.