

Notify us immediately of any loss or any event that might lead to a loss. A delay in reporting may result in your claim being denied; so don't delay, report today! + 61 2 9847 3375 or info@rms.org.au

General info about the organisation or individual

NAME OF ORGANISATION or PERSON			CERTIFICATE OF COVER NO. (if known)	
PHYSICAL ADDRESS (e.g. Number, street or PO Box)				
CITY / SUBURB		STATE	POSTCODE	COUNTRY
CONTACT PERSON	CONTACT NO. (area code)	EMAIL ADDRESS		
Is there any other cover on any of the property which was damaged or lost? If so, please supply details:		POLICY PROVIDER	POLICY NUMBER	

About the loss

DATE OF LOSS (DD / MM / YYYY)	TIME OF LOSS (A.M. OR P.M.)	ESTIMATE OF LOSS VALUE (If greater than \$5000 contact RMS immediately.)
List the location/s of loss on the site, such as specific room/s or building/s:		
With as much detail as possible, please explain below what happened, including how and why (if known).		
Do you know the person/s responsible for the loss or damage? If so, please provide their name/s and, if known, address/es:		

Criminal activity

You must notify police and provide the police report details in this section if the loss is the result of criminal activity.

POLICE REPORT NUMBER	NAME OF POLICE STATION	DATE REPORTED
For loss by burglary or theft, please describe method of entry:		

GST - For Australian losses.

Only complete this section if it applies to you or the organisation that sustained the loss.

<input type="checkbox"/> We are entitled to claim an input tax credit for the GST on our CONTRIBUTIONS at _____% of the GST.	<input type="checkbox"/> n/a
<input type="checkbox"/> We are entitled to claim an input tax credit for the GST on the COSTS OF THIS LOSS at _____% of the GST.	<input type="checkbox"/> n/a

Preventing future loss

Is there an operating security alarm system installed in the section of building where the loss occurred?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Since the loss, is there anything that you have changed or implemented to prevent similar losses from happening in the future?		
Would you like someone from RMS to contact you about possible prevention strategies?	<input type="checkbox"/> Yes	<input type="checkbox"/> No thanks.

SCAN & EMAIL info@rms.org.au

COPY & POST Locked Bag 2014, Wahroonga NSW 2076

Please send this completed form to RMS without delay.



What to do in the event of a property loss.

The information provided below is a general guide for preparing your loss documentation for common types of minor property losses. Larger or less common losses may require a different or more specific process and you should **contact RMS immediately for instructions.**



Don't miss out!

If your loss is expected to exceed \$5,000, you must **contact RMS immediately** so that we can determine whether to appoint a loss adjuster. Please do not dispose of any damaged items until we advise that they are no longer required or the assessment of the loss is complete.

A delay in reporting may result in your claim being declined; so don't miss out!



Damaged Items

The amount payable for damaged items is the lower of the cost to repair the items, the cost to replace the items, or the amount of cover in place. For higher value items (those costing more than \$250) you will need to obtain quotes for both the repair and replacement of damaged items to determine which is lower.

Where replacement is necessary (or is the lower cost option), and subject to the amount of cover in place, the amount payable will be based on the cost to replace the items with the same make and model that was damaged or lost. If the same make and model is no longer available, the amount payable will be based on the nearest equivalent available in terms of functions and quality. You may choose to replace the item with a better, different or more comprehensive model but any additional cost is your responsibility.



Invoices, quotes & photos

RMS may request copies of photos, invoices and quotes to substantiate the amount of reimbursement being requested - prevent unnecessary delays in processing the payment by providing these documents quickly. Generally, payments will not be made unless quotes or invoices are provided. If you anticipate any difficulty in meeting this requirement, please contact us to ask for assistance. In some circumstances it may be necessary to pay the reasonable cost of a supplier providing a quote and if you are asked to do so, please check with us first.



Date of Loss

Please ensure you provide accurate date/s of when the loss or damage occurred.



Completed Forms

If you are asked to complete any forms please ensure they are authorised (and where necessary countersigned) by a responsible officer before sending to RMS.



Criminal Activity

If the loss is the subject of criminal activity (vandalism, theft, burglary etc.) you must report it to the police and provide RMS with the police report number. The loss will not be paid until this is done.

Payment.

If a payment is approved it will normally be for the GST exclusive cost of reinstating the loss less any applicable excess.

Important!

Contact us immediately and tell us:

- ✓ The date of loss.
- ✓ What happened.
- ✓ Estimate of damage costs.



1. We respect your privacy

The Risk Management Service of the Seventh-day Adventist Church in the South Pacific Division (“we” or “RMS”) respects your right to privacy. This Privacy Policy sets out how we are committed to protecting your privacy and how we collect, use, disclose and store your personal information. “Personal information” is information or an opinion about an identifiable individual, or an individual who is reasonably identifiable: (a) whether the information or opinion is true or not; or (b) whether the information or opinion is recorded in a material form or not.

2. What personal information do we collect?

We will try to collect only information from you that is relevant to our organisation and which could include the following types of personal information:

- Name
- Address
- Date of Birth
- Fax number
- Family details
- Information from enquiries you have made
- Information about the goods or services you have ordered
- Phone number
- Organisation details
- Computer IP address
- Email address
- Travel details

We will take reasonable steps to notify you about information received additional to any information that is currently notified. (APP5)

3. How do we collect your personal information?

3.1 We collect personal information from you in a variety of ways, including:

- a. when we ask you for information and it is given to us voluntarily;
- b. when you contact us by email, post or telephone;
- c. when you attend our office or any event we hold;
- d. when you access our website; and
- e. when we provide our services to you.

3.2 You can generally visit our website without revealing who you are or disclosing personal information.

Where reasonably possible, personal information is only collected when you knowingly provide it. For example, we may need to collect such information to provide you with information or a service you have requested.

3.3 If your personal information is provided to us by someone else and your consent would ordinarily be required under the Australian Privacy Principles, we rely on the provider of that information to inform you that your personal information is being provided to RMS and to advise you about this policy.

If we receive unsolicited personal information that is not contained in a Commonwealth record and is not able to be lawfully solicited, we will destroy or de-identify the information. (APP4)

Our purpose for collecting personal information should be clear when we collect it. If you are uncertain, please contact us by sending an online form to rms.org.au/contact-us/ or on (02) 9847 3375.

4. Anonymity

Where possible, we will allow you to interact with us anonymously or by using a pseudonym. However, this may limit our ability to communicate effectively and deliver services to you.

5. Use of your personal information

5.1 We use your information to provide our services to you and to perform our functions and activities.

5.2 We generally only use or disclose your personal information to:

- a. help us to improve our website and services;
- b. supply you with goods, services or information you have requested;
- c. tell you about any new developments; offers or events we think may interest you;
- d. communicate with other organisations and third parties that provide services to us, including telecommunications companies, event organisers, IT contractors

(such as website developers and hosts), lawyers, accountants, financiers, insurers, brokers and promotions companies in connection with the provision of our services to you; or

e. meet any legal requirements

5.3 We will not disclose personal information to another party if you explicitly deny consent for the disclosure. If you have denied consent to disclose personal information, in these circumstances, we may be limited in the assistance we can offer you.

5.4 We may use technology to keep track of which sections of our website you visit for internal purposes, including helping us improve our website and other services. We also use technology to improve our services and to notify you of opportunities that we think you may be interested in.

5.5 Except as noted in this Privacy Policy, we do not provide your information to third parties, except that we may provide your information to our church entities who assist us in the provision of our services to you.

6. Disclosure of your personal information

6.1 We may disclose personal information throughout the South Pacific Division of the Seventh-day Adventist Church and to the General Conference of the Seventh-day Adventist Church in the United States of America so as to assist us in providing our services where directly necessary to perform either our services or services provided by church entities. We will not otherwise disclose overseas any personal information that has been collected unless:

- a. express consent is given by the individual affected; or
- b. disclosure is required by law.

6.2 The South Pacific Division of the Seventh-day Adventist Church includes the countries of:

- American Samoa
- Australia
- Fiji Islands
- French Polynesia
- Solomon Islands
- New Caledonia
- New Zealand
- Papua New Guinea
- Niue Island
- Cook Islands
- Kiribati
- Tonga
- Tuvalu
- Vanuatu
- Samoa

6.3 Information posted on bulletin boards or communicated in chat areas becomes public information. While we strive to protect and respect your privacy, we cannot guarantee the security of any information you disclose in a chat room or bulletin board and you will take full responsibility for the disclosure of such material.

7. Security of your personal information

7.1 We will take reasonable steps to protect your personal information to keep it secure from misuse, unauthorised access, modification or disclosure, and to keep it accurate, complete and up to date. If we no longer require your personal information, we will take reasonable steps to destroy or de-identify it.

7.2 However, we cannot guarantee the security of information you may transmit to us. We do not take responsibility for the security of information that is outside our control such as when it is sent by post, courier, facsimile or over the Internet and are not liable for any unauthorised access to this information.

8. Access to and correcting personal information

8.1 Please contact us if you would like to access personal information we hold about you. We will give you access unless we are allowed or required by law to refuse it.

8.2 We may ask you to pay our reasonable costs of providing access.

8.3 We will provide details of personal information we hold to the individual to whom that information relates as required by the Australian Privacy Principles (as applicable) and make

corrections when required.

8.4 Circumstances where information will not be provided include:

- information that relates to existing or anticipated legal proceedings between RMS and the individual, and the information would not be accessible by the process of discovery in those proceedings;
- providing access would reveal RMS's intentions of in relation to negotiations with the individual in such a way as to prejudice those negotiations;
- providing access would be unlawful;
- providing access would be likely to prejudice an investigation of possible unlawful activity; or
- other circumstances as allowed by any applicable Australian Privacy Principle apply.

8.5 If you believe personal information we hold about you is inaccurate or incomplete, please advise us. We will generally take reasonable steps to correct your personal information where inaccuracies are identified. In certain circumstances, we may refuse to give access or amend your personal information. We will however use our best endeavours to explain why and, if reasonable in the case of an amendment, make a note that you have disputed the accuracy or completeness of particular information.

9. Eligible data breach

We are subject to a mandatory data breach notification scheme which commenced on 22 February 2018 (the "Notifiable Data Breach Scheme"). If your personal information held by us is accessed or disclosed without authorisation and as a result is likely to cause serious harm to you (an "eligible data breach"), we will notify the Office of the Australian Information Commissioner and you as soon as practicable as required by law.

10. Complaints about privacy

We take complaints very seriously and will respond as soon as possible

after receiving written notice of your complaint. If you wish to make a complaint about our privacy practices and how we have handled your personal information, please feel free to send in details of your complaint to:

Locked Bag 2014
Wahroonga NSW 2076 Australia
+ 61 2 9847 3375
[rms.org.au/contact-us](https://www.rms.org.au/contact-us)

11. Changes

Please be aware that we may review or change this Privacy Policy to implement practices, procedures and systems from time to time to keep up with regulatory, technical and organisational change. The revised versions will be uploaded onto our website, so please visit our website regularly to keep up to date with any changes.

12. Website

When you visit our website

12.1 When you come on to our website we may collect certain information such as browser type, operating system, the website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, and so that we can improve our services.

Cookies

12.2 As is very common for many organisations, we use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. We use cookies to improve the experience of people using our website.

Third party sites

12.3 Our site has links to other websites not owned or controlled by us. We are not responsible for these sites or the consequences of you going on to those sites.

Revised 30 January 2020