

Treloar's Fundraising Promise to Our Supporters

Being fair, treating you with dignity and respect

- You will not be subjected to any form of undue pressure to make a gift and if you do not want to give, or wish to cease giving, we will respect your decision

Protecting your privacy

- The data we hold about you is managed in accordance with the data protection act 1998
- We will not share your personal details with other organisations, with the exception of those companies acting on our behalf.
- Any credit or debit card details that you give us will be used for the purposes of processing that single donation/transaction only and will then be destroyed.

Keeping in touch

- Our supporter newsletter, Treloar's Today, is our main way of notifying you of our news and events. We would like to send a copy of Treloar's Today to you three times per year. In addition, we may wish to send you other, carefully selected mailings, which may include requests for support, latest news, or details of events/other activities that we think may be of interest to you. We will not ask you for more money every time we write to you and we will do our best not to send you more than six mailings each year. If you have given us your telephone number, or email address, we may occasionally contact you in this way.
- If you ask us not to contact you, we will honour that request.
- We will use our best endeavours to update the records we hold about you within 10 working days of being notified of any changes. Please allow one calendar month for all changes to fully take effect.

Keeping you informed

- We will include news of important developments in Treloar's Today and, occasionally, if something is really important we may send a special communication to you. If you would like further information about our work we will do our best to provide the information you need – our annual review is available on request. You can visit any time, by arrangement.

Spending your money

- We will use your gift carefully and cost effectively.
- Your gift will be applied to the purpose for which it was originally requested.
- We will be happy to send you a copy of our annual report and accounts on request.

Saying “thank you”

- We will send a thank you letter, unless you have asked us not to, within five working days of receiving your gift. The only exception is if your donation is less than £1. Your gift is still important to us, but in order not to waste any of your donation on admin, we won't send a thank you.
- We will respect your wishes to remain anonymous.
- If we have promised you other forms of acknowledgement for your gift we will document these and ensure that they are fulfilled.

Handling your enquiries

- We will aim to direct your call to the most appropriate person to deal with your query. Email, letter and telephone enquiries requiring an answer will be responded to within one working week.

Dealing with problems

- If you are unhappy with anything we have done whilst fundraising, please tell us about it so that we can try to put it right.