

## Our Supporter Pledge

We are only able to provide the practical advice, support, and nature based activities that help people change their lives because of the fantastic support of people like you.

We are committed to treating you with respect and openness, so this is our pledge to you.

Our policies:

- Where relevant, we make sure all staff and volunteers are trained in and follow our Safeguarding Policy and Procedures.
- Our approach to supporters in vulnerable circumstances is informed by the Fundraising Regulator's Code of Fundraising Practice and the Chartered Institute of Fundraising's guidance.
- We work to ensure supporters are treated fairly and treated as individuals at all times, and not exploited or treated in any way which might bring them harm as a result of their interaction with us.
- We now ask that all our supporters under 16 ask their parent or guardian to get in touch with us at [events@surreycaretrust.org.uk](mailto:events@surreycaretrust.org.uk), as we require written consent for any young person under 16 to engage in fundraising, volunteering or otherwise supporting Surrey Care Trust.
- We will constantly review our fundraising practices to make sure they are fair, sensitive, and appropriate.

How we use your personal details:

- We do not sell our supporter's information
- We use carefully selected suppliers to help us deliver and manage our communications
- We will keep any personal information safe, only using your details to contact you in the ways you've agreed to
- We will always respect your right to privacy and adhere to laws around the use of data

How we communicate

- We hope you'll want to hear more about our work. We'll always be clear about how we'll communicate with you
- If you tell us you'd rather not be contacted, or you'd rather we didn't contact you in a certain way, we'll act on your wishes
- You can change your mind about what you receive from us at any time

How we use your gift

- Your donation will be used responsibly to help people vulnerable people in Surrey
- As much of your donation as possible will be spent directly on helping our beneficiaries
- We will keep administration and fundraising costs to a minimum without risking the quality of our work
- We'll answer any question you have about how your donation is spent and provide clear financial information
- We might turn down a donation if we feel that accepting it would damage our independence or reputation. If we do, we'll explain why

## How we work with suppliers:

- When necessary, we may share data with our own carefully regulated and monitored external suppliers, for processing purposes only. We will ensure their use of the data is in line with our own data protection policies and not kept or used by them for any other purposes
- Sometimes we work with external suppliers to contact you, simply because our team isn't big enough e.g. an organisation who stores and delivers our fundraising materials
- We will only work with professional organisations that meet our standards – we will act quickly if they do not meet the high standards we set

## How we will can be held accountability

- You can contact us with feedback or to make a complaint if you are unhappy with anything we have done while communicating with you.
- We will respond honestly and promptly to your questions and complaints

Thank you!

See also

[Fundraising Regulator](#)

[Mentoring Map](#)