

# OUR Supporter Promise



cancer fund  
for children

We do everything we can to ensure no child has to face cancer alone, but we can't achieve this on our own.

It's the generosity of supporters like you who make it possible for us to provide support to children and young people living with cancer.

We believe that donating to us should be a positive and rewarding experience, so we promise you:



## We have high standards

- We strive for best practice in fundraising. We are registered with the Fundraising Regulator, and we're also members of the Institute of Fundraising.
- We monitor fundraisers, volunteers and third parties working with us to raise funds to ensure that they comply with the Code of Fundraising Practice.
- We comply with the law as it applies to charities and fundraising, including the General Data Protection Regulation 2018.
- We display the Fundraising Regulator badge on fundraising materials to show we are committed to good practice.



## We are clear, honest, and open

- We tell the truth and do not exaggerate.
- We do what we say we are going to do with the donations we receive.
- We value every gift, large and small, and always put your gift to work as quickly as we can.
- We will acknowledge any gift we receive from you within five working days.
- We will share stories with you, to show how your donations make an impact on the families we support.
- We will give prompt, forthright answers to any questions you may have.
- We ensure our complaints policy is clear and easily accessible.
- If we ever get things wrong, we'll be upfront about our mistakes, apologise and fix them.



## We are respectful

- We respect your rights and privacy. Your data is safe with us. We take our obligations very seriously and we will never sell your data to third party organisations.
- We do not put undue pressure on you to make a gift. If you do not want to give or wish to cease giving, we will respect your decision.
- We will only ever contact you in the ways you have given your consent for us to do so.
- We will always provide you with a choice of ways to keep in touch and will respect your decision should you no longer wish to receive any communications.

## We are fair and reasonable

- We always treat donors and the public fairly, showing sensitivity and adapting our approach depending on your needs.
- We take care not to use any images or words that intentionally cause distress or anxiety.
- We have a procedure for dealing with people in vulnerable circumstances.

## We are accountable and responsible

If you are unhappy with anything we've done, you can contact our Supporter Care Team to make us aware of a concern or a complaint. Please contact us on:

T: 028 9080 5599 / 01 562 1580 or E: [SupporterCareTeam@cancerfundforchildren.com](mailto:SupporterCareTeam@cancerfundforchildren.com)

If we make a mistake, we will apologise and do everything to put things right.

 @CancerFundChildren

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