



# DONOR'S CHARTER

At CRY Ireland we value the trust and support of our donors. Our pledge to donors is that we promise to treat all of our donors with respect, honesty and openness. Our commitment to transparency, accountability, and ethical fundraising practices is key to us. We have developed this Donor Charter, our pledges to you, as a generous supporter.

## **Mission Alignment**

- ✓ We pledge to uphold the mission, vision, and values of CRY Ireland in all our activities.
- ✓ Your donations will be utilised to support our programmes and initiatives aimed at preventing sudden cardiac death and providing support to affected families and those living with an inherited cardiac condition.

## **Financial Responsibility**

- ✓ We commit to managing your donations prudently and responsibly, ensuring the funds are allocated efficiently to maximise their impact.
- ✓ Have access to CRY Irelands most recent financial statements.

## **Accountability**

- ✓ We pledge to be transparent and accountable in our interactions with donors.
- ✓ Updates on the progress of our projects will be provided and the impact of your donations.

- ✓ Be informed of the identity of those serving on the governing board and that the board will exercise prudent judgement in its stewardship responsibilities

### **Privacy and Confidentiality**

- ✓ Your personal details will be treated with the utmost confidentiality and respect.
- ✓ We will not share, sell, or trade your information with any third parties without your explicit consent or by law.

### **Donor Recognition**

- ✓ We will acknowledge and express gratitude for your contributions promptly and sincerely.
- ✓ Donors may be recognised appropriately unless they choose to remain anonymous.

### **Accessibility**

- ✓ We commit to providing fundraising activities will be conducted with integrity, honesty, and respect for donor rights. accessible channels for communication and feedback.
- ✓ We will provide prompt, truthful and forthright answers to questions you might have of the organisation
- ✓ Your queries, concerns and feedback will be addressed promptly and professionally with procedures available on CRY Ireland's website.
- ✓ To inform you whether those seeking donations are volunteers, employees of the organisation or hired third party agents.

### **Compliance and Ethics**

- ✓ As a charity seeking donations from the public we at CRY Ireland aim to comply with the Guidelines for Charitable Organisations on Fundraising from the Public.