

Humankind is committed to fundraising which is legal, open, honest and respectful. Read about our promise to you as a Humankind donor or sponsor.

our humankind[®] fundraising promise



Humankind is registered with the Fundraising Regulator, the independent body which sets and maintains the standards for charitable fundraising in England, Wales and Northern Ireland.

Humankind is committed to fundraising which is legal, open, honest and respectful. This is our promise to you.

We will:

- **Be clear** about who we are and what we do.
- Ensure we **use your donations in the best way possible** to help vulnerable and socially-excluded people, so you can be sure your donation will make a lasting difference.
- **Manage our resources responsibly** and consider the impact of our fundraising on our donors, supporters and the wider public.
- **Respect your privacy.** We will only contact you in a way that you are happy with. You are in control of how we communicate with you and how often. If you would like to update your contact preferences you can do so by emailing fundraising@humankindcharity.org.uk
- **Always keep your personal details safe and protected** with strict data security procedures which are reviewed regularly.
- **Act with transparency.** We will be able to explain our fundraising costs and show how they are in the best interests of our cause. If you have questions, we will answer them in an open and honest way.
- **Treat you fairly and reasonably.** We want to ensure everyone who engages with Humankind feels good about their support and has confidence in how it is being put to good use.
- **Be accountable.** If you don't like what we're doing, we want to hear from you. Please email fundraising@humankindcharity.org.uk or call 01325 761 160 to give us your feedback.

We will never:

- **Share your details with any other individual, organisation or charity** unless we are legally compelled to do so.
- **Put undue pressure on you to make a donation.** In order to create quality services, pilot and test new ideas and fulfil our charitable mission, we need financial support. This means we do have to ask for money. But when we do, we will always ask responsibly and respectfully. We are very grateful for any donations, and understand that people want to give in different ways and at different times. We understand if you do not want to give or wish to cease giving, and we will respect your decision and ensure we make changes to your account following your instructions.
- Solicit donations in the street, over the phone, email or by post **unless you have expressly given your permission.**
- **Contact you if you tell us that you don't want us to do so.** If you do not want to be contacted anymore or want us to remove your details from our records we will do so. If you have recently been an active donor, we will archive your donation details (as all financial records must be kept for 7 years) and after this time they will be deleted in full.

for fair chances