



Donor Charter 2024

Our promise is to treat all our donors with respect, honesty and openness and we are truly grateful for the generous support we receive from the local and business community.

We will ensure that we are accountable and transparent in all areas so that all donors have full confidence in the way in which we run our organisation / fundraising practices.

To ensure that we meet our commitment to our donors and perspective donors we will:

- Treat all donors with respect and confidentiality
- Respect your right to privacy and comply with all relevant data protection legislation including the Data Protection Acts 1988-2018, GDPR and the ePrivacy Directive
- Ensure that our communication with you is honest and transparent
- Handle your donation responsibly, wisely and for the appeal it was intended
- Remove your details from our database should you request same

All donations will be:

- Handled with the highest level of accuracy and transparency and financial records will be kept to ensure accountability and tracking
- Acknowledged within five working days. If at a busy campaign time such as Christmas – we extend this timeframe to 10 working days. Please note that we do not send an acknowledgement letter for Light Up A Life and Spring Raffle due to the high volume of donations, unless explicitly requested by the donor.
- Applied to that purpose to which they were donated (unless the appeal has been fully funded, in which case you will be notified that it may be directed to another area of need.)
- Subjected to an annual audit by a firm of independent Auditors
- Used solely for the benefit of Our Lady's Hospice & Care Services Harold's Cross, Blackrock and Wicklow
- Our fundraising financial income may be viewed in our annual reports. [See here](https://olh.ie/about-us/management-administration-and-governance/)

Our Lady's Hospice & Care Services staff will:

- Be transparent, accurate and honest
- Achieve the highest standards of professionalism at all times
- Seek to minimise costs relating to fundraising activities
- Provide donors with access to the procedures for making and responding to complaints. See here: <https://olh.ie/tell-us-what-you-think/>

- Give truthful and forthright answers to questions or queries you might have.
- Adhere to the guidelines and requirements as laid out by the Charities Regulatory Authority: Charities Regulatory Authority.ie
- In compliance with data protection legislation ensure all donations are handled with respect and confidentiality and that donors wishes are adhered to in the context of all relevant legislation

As a charity seeking donations from the public and business community Our Lady's Hospice & Care Services is committed to compliance with the *Guidelines for Charitable Organisations on Fundraising from the Public* (2017) <https://www.charitiesregulator.ie/>

We are also compliant with the *Charities Governance Code* (2018) issued by the Charities Regulator. See here. <https://www.charitiesregulator.ie/media/1609/charities-governance-code.pdf>

We are also very proud to have been awarded *Triple Lock* status by Charities Institute Ireland, demonstrating our commitment to best practice in all aspects of transparent reporting, accountability, ethical fundraising and good governance.

Any comments or complaints should be addressed to: Eleanor Flew, Director of Fundraising & Communications, Our Lady's Hospice & Care Services, Harold's Cross, D6W RY72

Tel: 01-491 1072

Email: fundraising@olh.ie