



## **Our Lady's Hospice & Care Services Donor Charter 2025**

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 of our work so that donors have confidence in the way we run our organisation, our fundraising practices and that we will spend donor's funds wisely.

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

- Treat all donors with respect and confidentiality
- Respect donor's 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 donor's is honest and transparent
- Handle donations responsibly, wisely and for the appeal it was intended
- Remove donor details from our database should this be requested. Please note that some details must be maintained as per accounting practice.

### **All donations will be:**

- Handled with the highest level of accuracy and transparency and financial records will be kept ensuring 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 letters for *Light Up A Life* and *Hospice Spring Raffle* due to the high volume of donations, unless explicitly requested by the donor, as this would significant increase our postage costs. Please note that all online donations receive an automatic acknowledgement at time of donation
- Applied to that purpose for which they were intended. If this appeal has since been fully funded, we will contact the donor and suggest an alternative funding requirement
- Subjected to an annual external audit by a firm of independent Auditors
- Subjected to an internal audit on a rolling schedule 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.  
<https://olh.ie/about-us/management-administration-and-governance/>

### **Our Lady's Hospice & Care Services Fundraising 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 <https://olh.ie/fundraising/our-commitment-to-transparency-accountability-in-fundraising/>
- Give truthful and forthright answers to questions or queries you might have.
- Ensure compliance with data protection legislation to ensure all donations are handled with respect and confidentiality and that donors wishes are adhered to in the context of relevant legislation

We are committed to the Governance Code as developed by the Charities Regulator. [Charities Governance Code \(charitiesregulator.ie\)](#)

To ensure that we meet our commitment to donors, we are also fully committed to achieving the standards as outlined in the [Guidelines for Charitable Organisations on Fundraising from the Public](#) as developed by the Charities Regulator.

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. [TRIPLE LOCK STANDARD | Charities Institute Ireland](#)

Any compliments, 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](mailto:fundraising@olh.ie)