

# Move On's

## DONORS' CHARTER

When a Donor considers making a gift to Move On, we will undertake that:

- All communications surrounding the donation will be honest, truthful and will comply with the law
- The Donors' right to privacy will be respected and the Donor will not be subjected to any form of pressure
- The donation will be applied to the purpose for which it was originally requested unless previously agreed by the Donor
- The donation will be used in a way that preserves the dignity of the beneficiary
- The donation will be handled responsibly and to the greatest advantage of the beneficiary
- Move On and its fundraisers will consider how they meet the Donor's wishes and will be transparent in their dealings with the Donor
- Move On will respect Donors' need for confidentiality and will comply with the law relating to fundraising and the use of personal data
- Move On will strive to achieve the highest professional standards at all times
- Any concerns a Donor may have relating to the above will be handled swiftly and effectively in the first instance by Move On's Executive Director, and thereafter by the Board of Directors
- If the above does not meet the Donors' concerns, The Institute of Fundraising may be contacted to investigate the concern further
- Move On will operate within the Institute of Fundraising Code of Conduct [www.institute-of-fundraising.org.uk](http://www.institute-of-fundraising.org.uk)