

Ruhama's Donor Charter

As a charity seeking donations from the public, Ruhama aims to comply with the *Statement of Guiding Principles for Fundraising*. Our pledge is to treat our donors with respect, honesty and openness. We commit to being accountable and transparent so that donors and prospective donors have full confidence in Ruhama.

We commit that you, our donors and prospective donors, will:

- Receive appropriate acknowledgement and recognition
- Be informed of our mission and the way we intend to use donated resources
- Be assured your gifts will be used for the purposes for which they were given
- Be assured that information about your donation is handled with respect and with confidentiality to the extent provided by law
- Have easily available the agreed procedures for making and responding to complaints
- Reserve the right for your name to be deleted from our mailing lists
- Receive prompt, honest answers to questions you might have of the organisation
- Expect that all relationships with individuals representing the charity be dealt with professionally
- Be informed of the identity of those serving on our governing board and that the board will exercise prudent judgement in its stewardship responsibilities.
- Have access to the organisation's most recent financial statements.

Disclosure

Ruhama is open about whether those seeking donations on their behalf are volunteers, employees of the organisation or third party agents. Anyone fundraising on behalf of Ruhama must ensure that prospective donors are aware of their status, i.e. volunteers, employees or third party agents.

Access Requests

Under Section 4 of the Data Protection Acts 1988 & 2003, any individual has the right to request a copy of data held about them. An individual is also entitled to know where the information was obtained, how it has been used and if it has been passed on to anyone else. A person can exercise their rights of access by writing to us. We may ask for evidence of identity and charge a fee, but this cannot exceed €6.35. Once the access request has been made and the fee paid, the individual must be provided with the information within 40 days, though we would aim to make it available sooner.

What to do if you have feedback

If you have feedback about our work, you can contact us in writing or by telephone. In the first instance, your comment will be dealt with by our CEO. Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details.

Write to:

Address: CEO, Ruhama, 4 Castle Street, Dublin 2, D02 EY44, Ireland

Alternatively, contact us by telephone: 01 836 0292 or email: admin@ruhama.ie.

We're open Monday to Friday from 9.00am to 5.00pm and are closed from 1.00-2.00pm each day. If you plan to visit us, we ask that you let us know so that the appropriate staff members are free to meet with you.