

Resource

## Our fundraising promise

We are here to serve the community and it is thanks to your donations that we can provide support and guidance to those with Rheumatoid Arthritis and their families. We are part of the Fundraising Regulators self-regulatory initiative and when you fundraise for us, we promise that we will conduct ourselves in a legal, honest and open way.

Here is our promise to you.

[Print](#)

### We will commit to high standards

- We will abide by the Fundraising Code of Practice
- We will monitor fundraising third parties and volunteers, to ensure that they comply with the Code of Fundraising Practice, if we have any concerns, we will investigate immediately
- Your personal data is safe with us; we don't sell our supporters' details and we comply with the Data Protection Act 2018.
- We will display the Fundraising Regulator badge on our fundraising material to show we are committed to good practice
- We will comply with the law as it applies to charities and fundraising

### We will be clear, honest and open

- We will be clear about who we are and what we do
- We will provide information about our finances, so you can see how you are helping provide expert support and guidance.
- We will provide prompt and honest answers to any questions you may have about our fundraising and costs.
- We will keep you up to date with the impact your support is making through regular communications such as eNews, membership magazines and our fundraising newsletter.
- You can access our Fundraising Complaints Policy [here](#). We will provide clear and evidence-based reasons for our decisions on complaints. Our procedure will let you know how to contact the Fundraising Regulator in the event that you feel our response is unsatisfactory.
- Where we ask a third party to fundraise on our behalf, we will make the relationship clear to you.

## We will be respectful

- We will respect your rights and privacy
- Where the law requires, we will get your consent before we contact you to fundraise
- We promise to use your gift wisely. If you want your gift used in a special way we will do our best to honour your wish while also ensuring it best supports the charity.
- We will be careful and act accordingly when engaging with vulnerable people through whichever means of communication they choose to connect us with.
- If you do not want to support, or wish to stop supporting us, we respect your decision. We will not put undue pressure on you to make a donation.

## We will be fair and reasonable

- We will treat donors and the public fairly, showing sensitivity and adapting our approach depending on your needs
- We will make it easy for you to tell us what fundraising you want to hear about – including how to opt out from future communications
- We will take care not to use any images or words that intentionally cause distress or anxiety
- We will take care not to cause nuisance or disruption to the public

## We hear you

Feel free to contact us on 01628 823 524 or you can email our Fundraising Team on [fundraising@nras.org.uk](mailto:fundraising@nras.org.uk) to answer any questions or queries you have about our fundraising activities; we value your feedback.

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