



Huntington's
Disease
Association

Supporter Charter

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Supporter Charter

Our supporters are at the heart of everything the Huntington's Disease Association does. Without the generosity of our supporters we could not support people affected by Huntington's disease to live their lives to their full potential.

Our Supporter Charter sets out our commitment to our supporters on how you can expect Huntington's Disease Association to work with you,

1) We will be transparent about how we manage and spend your donations

- We value your gift, whatever its amount, and are always grateful for your kind support. Unless you request no acknowledgment, your donation will be promptly acknowledged and thanked
- In accordance with our strategy, we will use your donation carefully and responsibly, putting it to work as quickly as we can
- If you wish your gift to be attached to a specific Huntington's Disease Association project, location or type of work, we will try to ensure this happens wherever possible. If this is not possible, we will be clear and let you know.
- When possible, we will maximise the value of your donation through Gift Aid providing you confirm your eligibility and consent for us to do this
- Our annual report and annual review which are publicly available contains our financial information including our annual accounts
- We will answer all reasonable questions about our work and fundraising practices

2) We are committed to the highest standards of fundraising practice

- We are members of the Institute of Fundraising
- We are registered with the Fundraising Regulator and abide by the Fundraising Code of Practice laid out by them
- We will maintain confidentiality at all times and ensure your data is protected under the Data Protection Act please see our Privacy Policy for further details
- We will only communicate with you in the way that you prefer when you inform us of that preference
- We will do all we can to ensure that our fundraising team, volunteers and members of staff comply with legal standards and best fundraising practices

3) We will respect and listen to you

- There's always room for improvement. We want to learn and improve and we value your feedback whether it is good or bad; you can contact our team fundraising@hda.org.uk with your comments
- Our fundraising complaints procedure can be found here
- If you wish to stop giving, we will respect your decision
- We respect your privacy and will never share your personal details with other organisations for marketing purposes, or sell it to other charities