



Supporter Charter - Our Commitment to you

The Donkey Sanctuary Ireland's vision A world where Donkeys and Mules live free from suffering and their contribution to humanity is fully valued.

As a charity seeking donations from the public we, The Donkey Sanctuary Ireland are fully committed to the Statement of Guiding Principles for Fundraising.

- Our pledge is to treat all our donors with respect, honesty and openness.
- We commit to being accountable and transparent so that donors and prospective donors can have full confidence in The Donkey Sanctuary Ireland
- We promise we will effectively apply your gifts to us for their intended purposes.

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

- Be informed about The Donkey Sanctuary Ireland work and of the way the organisation use donated resources.
- Be informed of the identity of those serving on the organisation's governing board, and that the board will exercise prudent judgement in its stewardship responsibilities.
- Have access to the organisation's most recent financial statements.
- Be assured your gifts will be used for the purposes for which they were given.
- Receive appropriate acknowledgement and recognition for gifts.
- Be assured that information about your donation is handled with the respect and confidentiality in accordance with all data legislation.
- Expect that any engagement with an individual representing The Donkey Sanctuary will be professional.
- Be informed whether those seeking donations are volunteers, employees or hired third party agents.
- Have easily available the agreed procedures for making and responding to complaints.

- Have the opportunity for any names to be deleted from our mailing list and will not have your details shared with any 3rd party without your permission.
- Receive prompt, truthful and forthright answers to questions you might have of the organisation.