Supporter care charter

Our fundraising promise to you



Porchlight

We value all our supporters.

Without you, we couldn't continue to support homeless and vulnerable people.

We are registered members of the Charity Commission, Fundraising Regulator and the Chartered Institute of Fundraising. We follow the best available fundraising practices to ensure all our activities and communications are legal, honest, open and respectful.



We value your donations

We promise to:

- Allocate your donation to Porchlight services where there is the most demand for help.
- Ensure that where a donation is given for a specific purpose, it is used accordingly.
- Keep our administration and fundraising costs to a minimum without compromising the quality of our service and value for money.
- Bank and acknowledge receipt of your donation within five working days.

We respect your privacy

We promise to:

- Respect the rights, dignities, and privacy of all of our supporters and beneficiaries.
- Communicate with you only via your preferred contact methods.
- Respect your right to update your preferred communication method. You can do this by calling 01227 813 199 or emailing datapreferences@porchlight.org.uk.
- Keep your data secure and never sell your data to a third party.

We care about everyone

We promise to treat supporters fairly and with respect. We will not:

- Knowingly send marketing and fundraising communications to vulnerable people and will respond to any requests from concerned relatives and friends.
- Knock on people's doors to ask for donations of any kind.
- Put undue pressure on you to make a gift and if you do not want to give or wish to cease giving, we will respect your decision.

Want to know more?

Phone: 01227 813 199

Email: getinvolved@porchlight.org.uk

Write to: Director of fundraising and communications, Porchlight, 18-19 Watling Street, Canterbury, Kent, CT1 2UA.

For more information about how we use your data:

Privacy statement: porchlight.org.uk/privacy-statement

Gift acceptance procedure and ethical fundraising practice: porchlight.org.uk/data





91p from every £1 goes straight to our frontline services

Registered with FUNDRAISING REGULATOR

Porchlight

Registered charity no. 267116. Registered company no. 1157482.

For more news from the Porchlight community, why not follow us: Porchlight1974