

# IRISH HERITAGE TRUST

*Bringing Places to Life*

## Donor Charter

- The Irish Heritage Trust pledges to treat all 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 Irish Heritage Trust.
- 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 of our mission and of the way the way we intend to use donated resources.
  - Be informed of the identity of those serving on the Trust's Board and that the Trust will exercise prudent judgement in its stewardship responsibilities.
  - The right to 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.
  - Be assured that information about your donation is handled with respect and with confidentiality to the extent provided by law.
  - Expect that all relationships with individuals representing the charity will be dealt with professionally.
  - Be informed whether those seeking donations are volunteers, employees of the organisation 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 mailing lists and to be informed if the organisation intends to share the mailing lists with third parties.
  - Receive prompt, truthful and forthright answers to any questions you might have.