

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 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.