

Supporter Promise

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Our supporter promise to you

We are committed to making a lasting difference to the lives of underprivileged street connected children and slum dwelling communities in Kolkata, India.

HOPE UK couldn't do what we do without you, our amazing supporters. We only exist because of the incredible support of people like you, and we don't take your support or donation for granted, so this is our promise to you:

We want you to know that we truly value your support, whether you have:

- donated to us
- talked about and spread awareness of our work
- shared our written communications
- fundraised on our behalf
- attended our events and activities
- supported our campaigns
- become a child sponsor
- visited our programmes in Kolkata
- left us a gift in your will
- any other ways in which you have shown your support

In our communications with you

- We are committed to treating you with respect, honesty, openness and warmth.
- We hope you'll want to hear more about our work and we will always be clear about how we will communicate with you.
- If you tell us that you would rather not be contacted, or you would rather we didn't contact you in a certain way, we will act on your wishes.
- You can change your mind about what information you receive from us at any time.
- We will always be clear when fundraising communications are sent by HOPE UK or by a third party acting on our behalf.

Our commitment to you

HOPE UK is committed to treating our supporters fairly and honestly, and to protecting and safeguarding our beneficiaries.

- Fundraising is incredibly important to us and we are proud of what it helps us achieve in delivering our programmes in Kolkata. We will constantly review our fundraising practices to make sure they are fair, accountable, transparent, relevant and appropriate.
- HOPE UK is committed to ensuring the highest quality of experience for our supporters. We make sure all staff are trained in and follow our Safeguarding Policy and Procedures.

- HOPE UK works to ensure supporters are treated fairly and treated as individuals at all times, and not exploited or treated in any way which might bring them harm, or into disrepute as a result of their interaction with HOPE UK.
- HOPE's approach to supporters in vulnerable circumstances is informed by the Code of Fundraising Practice, and the OSCR, and Chartered Institute of Fundraising's guidance.
- We request that all our supporters under the age of 16 ask their parent or guardian to get in touch with us, as we require written consent for any young person under this age to engage in fundraising, volunteering, or to any other way in which they wish to support HOPE UK.

Supporter rights

We respect your rights as a supporter and are committed to meeting the standards set out in the Code of Fundraising Practice. This includes treating you fairly, with respect and without undue pressure, and ensuring you can raise concerns or complaints about our fundraising at any time.

About your donations / the money you've raised for HOPE UK

- Your donation will be used in a responsible, transparent, effective and efficient manner to ensure that our beneficiaries get the vital relevant support and respect they deserve and need.
- We will continue to be cost effective and keep administration costs to a minimum without jeopardising the quality of HOPE's work. We want your donation to have as much impact as possible and be spent directly on our life-changing and life saving work.
- We'll answer any question you have about how your donation is spent and clear financial information will be available on same at all times.
- We might turn down or return a donation if we feel that accepting it would damage our independence or reputation. If we do, we'll explain why.

Our use of your personal details

- We will keep any personal information safe, only using your details to contact you in the ways you've agreed to.
- We will always respect your right to privacy and adhere to laws around the use of data; www.ico.org.uk/your-data-matters/
- We want you to feel connected to the work your support is making possible. If you want to receive updates from us, we'll regularly let you know about how you're helping to change the lives of those whom HOPE are supporting in Kolkata.
- Any information you give us will be kept confidential. We'll never pass on your details to a third party for marketing or fundraising purposes. Only when necessary, we may share data with our own carefully regulated and monitored external suppliers, for processing purposes. We will ensure their use of the data is in line with our own data protection policies and not kept or used by them for any other purposes.
- You can read HOPE UK's Data Protection, Information Security, Confidentiality and Privacy Policy [on our website](#).

Our accountability to you

You can contact us with feedback or make a complaint if you are unhappy with anything we have done while communicating with you. We will respond honestly and promptly to your questions and complaints:

Telephone: 07825 683612 to speak to HOPE UK staff directly and confidentially

Email: info@thehopefoundation.org.uk

Letter: The Hope Foundation for Street Children, 82 Manor Road, Barton Le Clay, Bedford MK45 4NR

If you are unhappy with our response to a fundraising complaint, as HOPE UK is a Scottish registered charity regulated by OSCR, you may raise concerns with the Scottish Fundraising Adjudication Panel. If your complaint relates to fundraising activities carried out in England, Wales or Northern Ireland, you can contact the Fundraising Regulator.

Thank you for your support.