

# The Benjamin Foundation

## Supporter Promise



The Benjamin Foundation

When you make the decision to support The Benjamin Foundation, you do so because you want to make a difference to the lives of children, young people and families in Norfolk and Suffolk who are going through difficult times.

By choosing to support us, you partner our supporters, funders, volunteers, trustees and staff to enable change for all children and young people whom we walk alongside – We are proud to have you on this vital journey with us.

We are always incredibly grateful that you have put your faith in us to use your support or donation wisely and responsibly.

Whether you make a donation, fundraise for us, take part in our events, donate or purchase items from our furniture stores or re-use shops, or provide pro-bono support or gifts in kind, we want you to know that we are as committed to you as you are to us. That's why we have developed our Supporter Promise:

1. We will always be honest and transparent about our fundraising needs and how your support and donations help and are used.
2. We will use your donation responsibly and in the way that you choose.
3. We will always adhere to the high standards set by ourselves, the Charity Commission and the Fundraising Regulator and we will regularly review our systems and practices. We may withdraw from individual or partnership offers or agreements if these do not align with our values and/or meet the framework set out by the Charity Commission and the Fundraising Regulator.
4. We will work hard to ensure your experience as a supporter is rewarding, positive and memorable for all the right reasons.
5. When we work with third parties, such as donation platforms and service providers, we will carry out due diligence to ensure they operate in a way which meets or exceeds our high standards.
6. We will be approachable, sensitive, kind and will treat you with respect at all times.
7. We will ensure your personal information is safe and secure by adhering to the General Data Protection Regulations (GDPR). You can read more about this in our Privacy Statement <https://benjaminfoundation.co.uk/privacy-statement/>
8. We like to share with supporters the impact of your support but will always respect your privacy wishes.

### **The Benjamin Foundation**

23–27 St Andrews Street, Norwich, Norfolk, NR2 4TP

T: 01603 615670 | [info@benjaminfoundation.co.uk](mailto:info@benjaminfoundation.co.uk) | [benjaminfoundation.co.uk](https://benjaminfoundation.co.uk)

Registered Charity Number: 1124936 | Company Number: 3825425

9. We recognise that there may be times when we can do better and we welcome feedback. You can do this by emailing [info@benjaminfoundation.co.uk](mailto:info@benjaminfoundation.co.uk) or you can follow our complaints procedure here: <https://benjaminfoundation.co.uk/contact-us/>
10. We will never under-estimate the importance of our supporters or take you for granted. Whether you donate £1 or £100,000, you are key to changing the lives of local people. Thank you.

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