



Donor Charter

Heart Children is committed to ensure that our philanthropy standard merits the respect and trust of the general public. So that donors and prospective donors can have full confidence in Heart Children, we undertake to deliver the following to all donors:

- You will be informed of our mission, of the way we intend to use donated resources, and our capacity to use donations effectively for your intended purposes.
- You will be informed of the identity of those serving on our governing Board; you can expect the board to exercise prudent judgment in its stewardship responsibilities.
- You will have access to our most recent financial statements.
- You can be assured your gifts will be used for the purposes for which they were given.
- You will receive appropriate acknowledgement and recognition.
- You can be assured that information about your donation will be handled with respect and with confidentiality to the extent provided by law.
- You can expect that all relationships with individuals representing an interest to the donor will be treated by us in a professional manner.
- You will be informed whether those seeking donations are our employees, volunteers, or third party agents hired to seek donations.
- You can request to have your name deleted from our mailing lists.
- You can ask questions when making a donation and will receive prompt, truthful and forthright answers.
- You have the right to complain and the right to receive a satisfactory response.
- We will not sell, trade or share a donor's personal information with anyone else, nor send donor mailings on behalf of other organisations.
- We will only share personal information once the donor has given us specific permission to do so.

ENDS – (Reviewed 22/03/22)