**Suffolk Refugee Support - Supporter Charter**

Suffolk Refuge Support is a small local charity. Our supporters are vital and enable us to help vulnerable asylum seekers and refugees in Suffolk to overcome past trauma and rebuild their lives.

To anyone who is kind enough to consider supporting our work we promise that:

* We will administer your donation efficiently, putting your gift to work quickly.
* We would like to communicate with you, to keep you up to date with our work and how your support is helping make a difference. However, we only want to contact people who are happy to hear from us, so ask our supporters to ‘opt in’ to joining our mailing list. Every communication from us to our supporters will always include information on how to opt out from future communications. If you tell us you don’t want to hear from us again, or want to hear from us less, we will respect that.
* We will safeguard the security of your personal data and ensure that all your transactions are secure and meet the strict compliance standards of the [Charity Commission](http://www.charitycommission.gov.uk/)and the [Data Protection Act.](http://www.ico.org.uk/for_the_public)  We will not share details of our supporters with any third party.
* We do use professional fundraising companies and do not use ‘chuggers’ (street fundraisers).
* We would be very happy for a company or another charity to fundraise towards our services, (e.g. fundraising event or collection), but they would need our permission to do this, so we could ensure our fundraising charter and policy would be adhered to.
* We would return a standing order payment from a supporter if a third party (e.g. family and friends) advise us that the donor is vulnerable in some way.
* Suffolk Refugee Support is committed to best practice in fundraising. As such, we aim to adhere to the Codes of Fundraising Practice, as established by the Institute of Fundraising.
* If you have a reason to complain about Suffolk Refugee Support’s fundraising, please contact: Rebecca Crerar, Suffolk Refugee Support Team Manager, or The [Charity Commission](http://www.charitycommission.gov.uk/).