

## Donor Charter

The Mater Foundation is committed at all times to treating its donors and supporters with the highest level of care and respect. This donor charter has been produced to assure donors and potential donors of our commitment to honesty, openness and transparency and also our commitment to the Statement of Guiding Principles of Fundraising.

### **As a donor to the Mater Foundation you have the right:**

1. To know that your donation will be used for the purpose intended.
2. To know that all general donations or any surplus in specific appeals will be used for such purposes as the Board of the Mater Foundation judge will best advance its priorities of patient care in the hospital.
3. To be assured of the Foundation's commitment to keep administrative and fundraising costs to a minimum.
4. To know who is sitting on the Foundation's governing board, and that the board will exercise prudent judgement in its stewardship responsibilities.
5. To have access to the most recently published financial accounts on request.
6. To expect that all relationships with individuals representing the Mater Foundation will be dealt with professionally and be informed, whether those seeking donations are volunteers, employees of the Mater Foundation or hired third party agents.
7. To have available, upon request, the agreed procedures for making and responding to complaints.
8. To be assured that your rights to privacy will be respected, including your right to have your details deleted from our donor data base if requested and to know that there is full compliance with the Data Protection Acts.
9. To receive appropriate acknowledgment, recognition, and publicity for your donation in consultation with the donor, while also respecting anonymity if requested.
10. To receive prompt, truthful and forthright answers to questions you might have.
11. To be kept informed of the impact of their support and the Mater Foundation's evolving needs and priorities.

The Mater Foundation sincerely appreciates support from individuals, groups and businesses. It is not enough that we uphold what is expected of us by law; we intend to do our very best to provide the best services and to show the utmost respect to our donors.

**If you would like to discuss any aspect of this charter or other matters concerning fundraising activity at the Mater Foundation, please contact Mary Moorhead, Chief Executive, or Tom Hickey, Head of Fundraising & Communications, on (01) 830 3482 or email [contact@materfoundation.ie](mailto:contact@materfoundation.ie)**