



Donor Charter

As a charity seeking donations from the public, Chronic Pain Ireland aims to comply with the **Guidelines for Charitable Organisations on Fundraising from the Public** issued by the Charities Regulatory Authority.

On 16th November 2021 Chronic Pain Ireland Board of Trustees reviewed and updated the CPI Donor Charter which is set out below.

Chronic Pain Ireland pledges to treat all donors with respect, honest and openness.

We commit to being accountable and transparent so that all donors and prospective donors can have full confidence in Chronic Pain Ireland.

We commit that you, our donors and prospective donors will:

- Be informed of the organisation's mission, and of the way the organisation intends to use donated resources.
- Be informed of the identity of those serving on the organisation's governing board, and that the board will exercise prudent judgement in its governing responsibilities.
- Have access to the organisation's most recent financial statements.
- Be assured your gifts will be used for the purposes for which they were given.
- Receive appropriate acknowledgement and recognition.
- Be assured that information about your donation is handled with respect and with confidentiality to the extent provided by law.
- Expect that all relationships with individuals representing the charity will be dealt with professionally.
- Be informed whether those seeking donation are volunteers, employees or the organisation or hired third party agents.
- Have easily available the agreed procedures for making and responding to complaints.
- Have the opportunity for any names to be deleted from mailing lists and to be informed if the organisation intends to share the mailing lists with third parties.

- Receive prompt, truthful and forthright answers to questions you might have of the organisation.

In order to assist with the above, please see our data protection policy and statements regarding adherence to high ethical standards and accountancy best practices.