

## Isles of Scilly Wildlife Trust's Fundraising Promise



Isles of Scilly Wildlife Trust

**The Isles of Scilly Wildlife Trust is registered with the Fundraising Regulator. We follow the Institute of Fundraising's Code of Practice and comply with the key principles embodied in the Code and this Promise. We are committed to fundraising and communicating in an honest and transparent way.**

The Isles of Scilly Wildlife Trust is the only voluntary organisation on the Isles of Scilly that is solely concerned with all aspects of nature conservation. We rely on the generosity and enthusiasm of our supporters to fund much of our work to protect wildlife and inspire the next generation to care for wildlife too. We receive no core Government funding, so fundraising from the public is vital if we are to achieve our Mission to:

- Protect, restore and create sustainable, nature-rich habitats on the land and in the seas around us.
- Promote the enjoyment, appreciation, understanding and value of the Isles of Scilly Area of Outstanding Natural Beauty (AONB).
- Be respected in the Island community and beyond as an exemplar organisation in evidence-based nature conservation.
- Support the Isles of Scilly economy by operating as a viable business, employer and by showing leadership.

We aim to ensure that everyone who chooses to support us, whether by joining the Isles of Scilly Wildlife Trust, making a donation or leaving a gift in your Will, has a positive and rewarding experience and understands that their support is truly valued.

### **Our Fundraising Promise**

We will be honest and transparent about where your money goes and why we ask for donations. We are committed to keeping everyone informed. We communicate clearly why we need funds and what donations will be spent on, so that everyone can understand the benefits their donations will make for local wildlife. Read about our work on our website [here](#).

### **We will protect your data**

We always treat your information in a safe, secure, sensitive and confidential way. We adhere to General Data Protection Regulations (GDPR). We take our obligations to look after your data very seriously. We will never sell your name, address or other personal information to third party organisations. You can contact our team at any time on [hello@ios-wildlifetrust.org.uk](mailto:hello@ios-wildlifetrust.org.uk) if you would like to change the way we contact you or to opt out of future communications.

### **We are respectful**

If you do not want to make a donation to the Isles of Scilly Wildlife Trust, or you choose to withdraw your membership or support, we will respect your decision. If you tell us that you don't want to be contacted in a certain way or at all, we will honour your request. We will always respond to your enquiries in an open, honest, courteous and professional way. We will provide a response to your

questions within five working days, or let you know when you can expect a response if we need to obtain information from elsewhere.

### **We are accountable**

The Isles of Scilly Wildlife Trust is registered with the Fundraising Regulator and is a member of the Institute of Fundraising. Our Trustees have strategic oversight and receive regular updates from the Chief Executive detailing the results of recent and current fundraising campaigns. We monitor fundraisers, volunteers and third-party agencies working with us, to ensure they comply with the Code of Fundraising Practice and this Fundraising Promise.

Where we work with third-party agencies, we will ensure relevant training is provided and will monitor their work. We will act quickly if they do not meet the high standards we set and take appropriate measures such as a result. We welcome and actively encourage feedback and we will make it clear how you can get in touch with us. We will regularly use this feedback to both improve and enhance our fundraising campaigns.

If you have any questions about our work, including fundraising, the Isles of Scilly Wildlife Trust's team can be contacted at any time on [hello@ios-wildlifetrust.org.uk](mailto:hello@ios-wildlifetrust.org.uk).

If you are unhappy with anything we have done, or not done, and you would like to make a complaint, you can either look at our [Fundraising Complaints Policy](#) or contact us on [hello@ios-wildlifetrust.org.uk](mailto:hello@ios-wildlifetrust.org.uk) where complaints procedure will be followed.

If we make a mistake, we will do all we can to put things right. If you're not satisfied with how your complaint has been handled, you can contact:

#### **The Fundraising Regulator** (for fundraising complaints)

2nd Floor CAN Mezzanine Building  
49-51 East Road  
London N1 6AH  
Tel - 0300 999 3407

#### **The Charity Commission** (for all complaints)

102 Petty France  
Westminster  
London SW1H 9AJ  
Tel - 0300 066 9197

Isles of Scilly Wildlife Trust's registered charity number 1097807

Isles of Scilly Wildlife Trust registered company number 04726698