Our Pledge to our Supporters

In order to uphold the trust and confidence of our supporters, the University of York pledges to practise the following standards in fundraising:

Our pledge:  What this means for you:

1. **We will endeavour to know you, our donors, and the sources of your donations.**
   - We will complete a Due Diligence Report, authorised by a senior manager, before accepting your gift of £25,000 or more.

2. **We will take special care in our contact with donors and potential donors who may be vulnerable.**
   - We will not solicit donations from those we believe to have diminished responsibility.

3. **We will help you to fulfil your wishes.**
   - If you make a gift of £5,000 or more, we will send you a draft Gift Agreement to review, before preparing final copies to be signed by you and the Vice-Chancellor or Registrar on behalf of the University. The agreement will state:
     - the amount you are giving
     - how and when the money will be spent
     - how we will recognise your gift and report back to you on its impact.
   
     - In cases where the agreed purpose(s) of your gift can no longer be fulfilled, we will endeavour to use the gift in a manner consistent with your original intentions and in the spirit in which it was given.
   
     - We will only ask for gifts which help fulfil the vision and values of the University, and only seek funding for projects or causes which have been approved as strategically important by its senior management.

4. **We will report back on the impact of your support.**
   - We will send you an annual edition of our philanthropy report, Changing Lives, which reports on the impact of donations.
   
     - We will give you updates on the impact of your support at other times of the year by email or post.
   
     - We will send you personal reports on the use of your gift of £5,000 or more.

5. **We will take good care of your information.**
   - When you provide us with your personal data, we will store it securely and inform you of how we intend to use it.
6 We will respect your request to give anonymously.
- We will publish a detailed outline of how we use personal data in our Privacy Policy: www.yorkspace.net/privacy-policy
- If you ask us to keep your gift anonymous we will not publish any details of it in the public domain, and will restrict sharing of your information within the University where requested.

7 We will provide you with the information you need for your tax return.
- We will provide a receipt for credit card donations and a schedule for Direct Debits (via email for online donations and via post for telephone donations).
- We will provide a year-end receipt for regular donors on request (US-based donors are automatically sent a receipt in January).

8 We will explain the value of Gift Aid on all donations.
- We will explain how much your gift will be worth if Gift Aid is claimed.
- We will confirm in writing that we are claiming Gift Aid on your donation.

9 We will ensure we deal with any concerns you may have.
- We will provide you with prompt and truthful answers to your questions about any aspect of your gift.
- We will publish and adhere to our Complaints Procedure: www.yorkspace.net/complaints

10 We will enable you to cancel your regular donation at any time.
- You can cancel a regular donation at any time by contacting giving@york.ac.uk or 01904 324391.
- Regrettably, we are only able to refund donations in cases where there has been a processing or administrative mistake. If you think there has been a mistake with your donation, please contact us immediately. Refund will be made either via the Direct Debit Guarantee or by refunding the debit or credit card that was used to make the donation. This does not affect your rights under the Direct Debit Guarantee or the PayPal and Stripe user agreements.

11 We will use appropriate means to contact you.
- We will ask you how you would like us to contact you, in line with our Privacy Policy: www.yorkspace.net/privacy-policy
- We will endeavour to contact you in the ways you prefer; however we may send you receipts, payment schedules and information request forms by post or...
email where necessary for processing your donation.

Document status

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