

## nsif Donor Charter

- Every donation is recorded, in terms of the amount and its source.
- Every donation is allocated where it will have the most impact in furthering the development of a cure for paralysis caused by spinal injury, as decided by the nsif board of trustees.
- We will report on this spending regularly and transparently to donors.
- We keep administrative and support costs as low as possible.
- We value every donor. We will keep in touch with you and let you know about the progress of the research nsif funds through our newsletter, unless you ask us not to.
- We will also from time to time send you information about upcoming events or specific research developments, unless you ask us not to.
- We send a welcome pack to each new donor. We send these digitally to keep costs down, unless you request a physical pack. This will provide information on how to stay in touch with us, and we encourage you to provide donor feedback so that we can constantly improve our service to donors.
- We will generally contact you by post or email. We may occasionally use the telephone if we feel there is a need for more immediate contact regarding your donation. However you can select your contact preferences on our donor database and we will adhere to them.
- Your contact information is stored securely in our database. The main reason we retain these details is to contact you, but we will also use it for analysing our fundraising income. We will not share it with any third party for marketing purposes.
- We will bank and acknowledge donations within five working days of receipt.
- We follow the Institute of Fundraising's Code of Practice and are committed to meeting the highest standards set by the fundraising industry.
- We have a complaints procedure in place for donors and will respond to any donor complaints within five working days.
- We will respond to donors' enquiries about the work we do and we encourage donors to be active in tracking nsif's progress and how their gifts are being used to achieve this.