



NATIONAL BREAST CANCER RESEARCH INSTITUTE

National Breast Cancer Research Institute

Fundraising Donor Charter

National Breast Cancer Research Institute apply the highest possible standards in how we raise funds for our breast cancer research work in terms of ethical fundraising, in doing so we apply the principles and guidelines for best practice from the [Charities Regulator's Guidelines for Charitable Organisations on Fundraising from the public.](#)

NBCRI always strive to maintain the highest possible standards when receiving donations from our generous supporters.

We promise to treat all of our donors with respect, honesty, and openness. We commit to being accountable and transparent so that donors and prospective donors can have full confidence in the National Breast Cancer Research Institute.

We promise to use your donations effectively. We promise our donors that we will:

1. Treat all donors with respect and confidentiality.
2. Ensure that our communication with our donors is honest and transparent.
3. Respect our donors' right to privacy and confidentiality.
4. Not subject our donors to any form of undue pressure.
5. Inform our donors of the work of the National Breast Cancer Research Institute and keep them updated about how their donations are used to advance breast cancer research and support those affected.
6. Handle donations responsibly and ensure they are used effectively.
7. Publish our annual accounts on our website and provide further financial statements when requested.
8. Provide appropriate acknowledgement, thanks, and recognition.
9. Inform people whether those seeking donations on our behalf are volunteers,

employees, or third-party agents, as per our disclosure statement.

10. Give prompt and forthright answers to any questions people may have about the National Breast Cancer Research Institute.

All donations will be:

1. Handled with the highest level of accuracy and transparency. Financial records will be kept ensuring accountability and tracking.
2. Processed quickly so that gifts can contribute to breast cancer research as soon as possible.
3. Acknowledged promptly unless no acknowledgement is requested, or insufficient contact details are provided.
4. Subjected to an annual audit by a firm of independent auditors and will be included in our annual accounts filed with the Companies Office.
5. Used solely to deliver the National Breast Cancer Research Institute's mission and objectives.

The National Breast Cancer Research Institute's staff will:

1. Be polite, courteous, transparent, accurate, and honest.
2. Respond to emails, letters, and telephone inquiries promptly.
3. Achieve the highest standards of professionalism at all times.
4. Seek to minimise costs relating to fundraising activities.
5. Benchmark fundraising performance against other similar organizations to ensure we are raising funds efficiently and effectively.
6. Make it easy to ask a question or make a complaint.
7. Treat all feedback and complaints seriously and deal with them quickly and appropriately.
8. Transparently report on our financial performance in full compliance with national accounting laws and protocols.
9. Inform donors, members, and the general public about how we are utilising the funds provided to us and the impact that this is having or has had.
10. Adhere to the guidelines and requirements contained in the [Charities Act, 2009](#)
11. Comply with the [Data Protection Acts 1988 and 2003](#).

What to do if you have feedback:

If you have a comment about any aspect of our work, we'd love to hear from you. You can reach us by post, telephone, or by e-mail.

We would be very grateful if you could give us as much information as possible and let us know the best way to contact you, providing relevant contact details.

Email: hello@breastcancerresearch.ie

Phone: 091-863917

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