



Ending Suicide. Beginning Hope.

Donor Charter

As a charity seeking donations from the public, we, Pieta, aim to comply with the Charities Regulator Governance Code and the Charities Regulator Guidelines for Charitable Organisations on Fundraising from the Public.

We pledge to treat all 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 Pieta.

We will ensure that all donor gifts will be used for the intended purpose except in circumstances where donations are for a specific purpose and that purpose has been fully funded, in which case the donor will be notified that the donation may be directed to another project.

We commit that our donors and prospective donors will:

1. Be informed of the organisation's Purpose and Mission, and of the way in which the organisation uses donated resources.
2. Be informed of the identity of those serving on the Board of Directors, and that the board will exercise prudent judgement in its stewardship responsibilities.

Pieta will adhere to the guidelines and requirements contained in the Charities Act, 2009.

Pieta will aim to achieve the highest standards of professionalism at all times.

Pieta will provide access to the organisation's most recent financial statements.

Pieta will inform donors and the general public about how we are utilising the funds provided to us and the impact that this is having.

Pieta will transparently report on our financial performance in full compliance with national accounting laws and protocols.

Pieta will ensure that donors receive appropriate acknowledgement and recognition.

Pieta will ensure that any member of the public giving cash donations to a Pieta Volunteer or member of staff, will receive a receipt from Pieta. When accepting a donation, the Volunteer or member of staff will take details of the donor's name, address and the amount donated.

Pieta will inform donors whether those seeking donations are volunteers, employees of the organisation or hired third party agents.

Pieta will make the agreed procedures for making and responding to complaints easily available on the Pieta web site.

Pieta will comply with the Irish Data Protection Acts 1988 and 2018 as well as the EU General Data Protection Regulation (GDPR).

Pieta will ensure that information about donors and donations is handled with respect and with confidentiality to the extent provided by law.

Pieta will respect the donor's right to privacy.

Pieta will respect any request not to receive fundraising or marketing materials by personalised post, email, texts, or phone calls.

Pieta will respect any request to remove personal details from its records within the limitations of applicable law.

Pieta will not share personal supporter data for use by other organizations.

Pieta will provide prompt, truthful and forthright answers to questions they receive regarding the organisation.