



cancer fund
for children

Our Promise to Our Supporters

At Cancer Fund for Children our supporters mean everything to us. Without our supporters, Cancer Fund for Children will not be able to provide practical, emotional and financial support to children, young people and their families living with cancer.

We recognise the value of each and every donation

- Every donation we receive matters to us, regardless of how big or small it is and will be used wisely and responsibly to support our work. We will always put your gift to use as quickly as we can.
- Your support will be acknowledged and we will keep you updated on how you are helping children, young people and families living with cancer.

We respect our supporters

- We will never sell your data or share it without your permission and we will safeguard your personal information in line with data protection principles.
- All of our communications reflect and take into account the preferences and opinions of our valued supporters. If you wish to stop hearing from us we will respect that.

We put our supporters first

- Our fundraising team will respect you as a donor and will be open and honest in their dealings with you at all times, we always aim to work to the highest professional standards and adhere to the practices and guidelines as directed by the Fundraising Regulator.
- When we are working with external stakeholders to raise funds we will endeavour to ensure they meet our exceptional standards and will take action where standards are not met.

We value supporter relationships

- Queries or complaints will be responded to as quickly as possible. When we get things wrong we will be upfront about our mistakes, apologise and fix them.
We will regularly use supporter feedback to improve and enhance our fundraising campaigns.

Cancer Fund for Children is committed to best practice in fundraising and follows the Code of Fundraising Practice outlined by the Fundraising Regulator.

