

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 an authorised representative of the University. The agreement will state:
 - The purpose of the donation
 - The form in which the contribution shall be made
 - A payment schedule
 - How any funds given will be managed by the University
 - How any identified potential conflicts-of-interest will be managed
 - How the donation will be stewarded
 - Where applicable, a Gift Aid declaration.
 - 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 report to you on the impact of donations at least once a year, if you allow us to have your contact details.
 - We will give you updates on the impact of your support at other times of the year by email, telephone or post (unless you opt out).
- 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.

- We will publish a detailed outline of how we use personal data in our [Privacy Policy](#).
- 6 We will respect your request to give anonymously.**
- 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. No donor can be granted complete anonymity, as OPPA staff involved in soliciting, accepting and managing a donation must have knowledge of the donor's identity.
- 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.
- 8 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](#).
- 9 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
 - 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 at the following:
 - Address: Office of Philanthropic Partnerships and Alumni (OPPA), University of York, York, YO10 5DD
 - Email: giving@york.ac.uk
 - Refunds 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 Stripe user agreements.
- 10 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](#).
 - 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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