

## We value our supporters

Your trust and generosity are vital to our mission of improving the lives of young people across the UK. We want you to feel confident that we will deliver on our promises. Here's our commitment to you:

## We promise...

### To be open and transparent

- We ensure your donations are used effectively and responsibly, maximizing positive impact.
- We adhere to the regulations and guidelines of recognised regulatory bodies.
- We keep you informed about where your money goes and how it helps young people.
- We aim to make it easy for you to get involved and support our work.

### To respect your privacy and preferences

- Your data is handled with care, following all data protection laws and guidelines from the Chartered Institute of Fundraising and the Fundraising Regulator.
- We do not share your personal information with third parties for contact or sales purposes.
- We only contact you via the methods you prefer.
- We collaborate with other professional organisations that share our values and practices.

### To listen to your views

- You can tell us how you'd like to be contacted.
- Reach out to us anytime via phone, email, or post with any questions or comments. We are here to help and value your input.
- If you have concerns or believe we haven't met your expectations, we have a formal complaints procedure to address this.

## We'd love to hear from you

Your feedback is important to us. If you have any questions or comments about our fundraising promise, please contact our Fundraising team at [fundraising@scouts.org.uk](mailto:fundraising@scouts.org.uk).