

RA Supporter Charter

Our supporters are vital to our success and we never take that support for granted. We are committed to treating our supporters with respect and do all we can to ensure that supporting Royal Armouries is an enjoyable and positive experience. With this in mind we are committed to following the highest standards in fundraising in any activity we undertake: All fundraising conducted on behalf of Royal Armouries, whether by staff or volunteers, complies with the Code of Practice of the Institute of Fundraising, the professional body for UK fundraising, in addition to all relevant legislation, including but not limited to:

- Charities Act 2011
- Equality Act 2010
- Bribery Act 2010
- Data Protection Act 1998

Fundraising

Fundraising at Royal Armouries is regulated externally by the Fundraising Regulator which sets and maintains the standards for charitable fundraising. These standards ensure that fundraising is respectful, open, honest and accountable to the public.

The Royal Armouries Development team comply with the standards for fundraising as outlined in the Code of Fundraising Practice which the Fundraising Regulator sets through its Standards Committee.

Personal data

We recognise and respect each supporter, maintaining confidentiality at all times regarding your personal details and data.

The Royal Armouries Development team follows the Nolan principles which are the basis of ethical standards expected of public office holders i.e. selflessness, integrity, objectivity, accountability, openness, honesty and leadership. We treat donors with respect, courtesy and honesty and handle all communication with discretion and integrity, to protect privacy, provide the best donor experience possible and uphold the reputation of Royal Armouries.

Personal details and donations are kept secure and comply fully with all relevant regulations including the Data Protection Act 1998, the Privacy and Electronic Communications Regulations 2003 and the Telephone Preference Service. The Development team complies with the Royal Armouries' policies on information management, security and data protection, and will never sell or share your data with external third parties.

Read our [privacy notice](#) with more details about how we use your data.

We are transparent about how we use your donations

We value every gift, whatever its amount and are always grateful for your support. We ensure that donations are promptly acknowledged when you give us permission to contact you. If you request that your gift be allocated to a specific project or area of work, we will ensure that your donation is appropriately 'restricted' and if this is not possible we advise you and proceed according to your wishes. We publish clear financial information in our annual report and annual review, which is publicly available, including on our website. If a valid Gift Aid declaration form is completed, we will maximise the value of your donation through Gift Aid.

Contact

Head of Development

Royal Armouries

Armouries Drive

LEEDS

LS10 1LT

developmentd@armouries.org.uk

+44 (0) 113 220 1977