

RIDBC Donor Charter



RIDBC is deeply grateful for the generous support of our donors – Individuals, Corporates, Clubs and Committees, Community Groups, Volunteers, Trusts and Foundations. We are committed to treating our donors with the highest level of transparency and respect.

This Charter has been produced to assure our current and prospective donors of the integrity and accountability of RIDBC, our staff and volunteers at all times.



We will use donations wisely



- We will acknowledge all gifts and donations and receipt donations promptly.
- We will ensure that all gifts and donations are administered consistently and are used in accordance with the donor's intentions.
- Undesignated gifts and donations will be used to support RIDBC's highest priorities.
- We will provide anonymity for gifts when requested.

We will respect your privacy



- RIDBC collects personal information to assist in the processing of donations; issue tax receipts (where applicable) and send communication updates.
- RIDBC will not share donor information with other charities nor sell it to third parties.
- Donors have the right to choose to interact with us anonymously.
- We will honour any request to be removed from our contact list or limit the number and types of contact.
- Donor names may be included in our [Annual Report](#) unless requested otherwise.
- RIDBC will adhere to the [Privacy Act 1988](#) and [RIDBC Privacy Policy](#), and respect the [Australian Privacy Principles \(APPs\)](#).

We will act with integrity



- We will keep you informed of our [Mission and Vision](#) and our [Strategic Intent](#).
- We will provide access to our most recently published [financial reports](#).
- We will ensure we are compliant with all regulatory and statutory authorities, including the following:
 - [Australian Charities and Not-for-profits Commission](#)
 - [Fundraising Institute of Australia](#)
 - [Association for Data-driven Marketing and Advertising](#)
 - [Australian Communications and Media Authority](#)
 - [Payment Card Industry Security Standards Council](#)
 - [Office of the Australian Information Commissioner](#)
- We will, at all times, be transparent and informative in our dealings with our donors and supporters.
- We will identify ourselves as employees, volunteers or third party employees in our dealings with you.
- With the exception of selected calls to sell lottery tickets, we do not contract fundraising activities on behalf of RIDBC to third party marketing agencies.

We welcome feedback



- We will provide prompt, honest answers to your questions about RIDBC.
- We welcome the opportunity to discuss any concerns that you may have.

Contact us



Mail : Locked Bag 94, Parramatta NSW 2124

Email : feedback@ridbc.org.au

Phone: 02 9872 0268 or 1800 043 411



RIDBC

© 2017 RIDBC



[/ridbc](https://www.facebook.com/ridbc)



[@ridbc](https://www.instagram.com/ridbc)



[@ridbc](https://twitter.com/ridbc)

