FOWLER'S
SYNDROME UK

Donor Support Policy

Fowler's Syndrome UK ("FSUK") is a registered charity. Contributions made to FSUK are tax-deductible to the extent that is permitted by law and will be used solely for the purpose of furthering the organization's mission. Donors may designate contributions to specific projects, where reasonable and agreed with the Trustees the funds will be used in accordance with the donor intent.

Our Commitment to you as a supporter of FSUK you are at the core of everything we do and we hope to provide you with a positive and rewarding experience. Below is our promise to you:

- Personal information provided by the donor will not be shared for any reason unless the donor grants permission.
- FSUK will never sell or trade donor information.
- FSUK will always honor a donor's request to remain anonymous.
- All donors will be contacted at times through mail, email, and phone solicitations regarding upcoming events and opportunities unless the donor has specifically opted out of communications. Any data will be stored in accordance with GDPR requirements.
- Donors can opt out of mail, email, or phone solicitations by emailing hello@fowlerssyndrome.co.uk
- FSUK will always be clear in who we are, what we do, and how money is being used.
- We will treat each third party fundraiser as a relationship and the financial arrangement will be transparent.
- FSUK will never under any circumstance put pressure on a donor to make a gift. If you choose to cease giving, we will respect your decision always.
- FSUK promises to be sensitive in all giving situations as we are aware some donations are made through memorials, estate planning, and other difficult situations.
- FSUK will do all we can to ensure that our fundraisers, volunteers and third party agencies working with us comply with all fundraising regulations.
- If a donor is unhappy with anything we have done, you can contact us to make us aware of a concern. If we make a mistake, we will apologize and do everything in our power to make the situation right. However, if we cannot resolve the situation we accept the authority of the fundraising regulator to make a final adjudication.

Policy Review and Amendments: This policy will be reviewed annually, by the end of the first quarter (Q1), to ensure that it continues to meet the needs of FSUK and its community.

FSUK
Registered Charity Number 1196903
Hello@Fowlerssyndrome.co.uk
42 York Street, Twickenham, TW1 3BW

Last reviewed on [02/03/26]
Reviewed and agreed by [IH, HE]