



UCDVO Donor Charter

Approved by the Board on 8th June 2021.

Due to be reviewed: June 2024

Introduction

UCD Volunteers Overseas (UCDVO) is a registered charity based in UCD Global.

As a charity seeking donations from the public, UCDVO aims to comply with the Charities Regulator's Guidelines for Charitable Organisations on Fundraising from the Public¹.

Our pledge is to treat all our donors with respect, honesty and openness.

We commit to being accountable and transparent so that donors and prospective donors can have full confidence in UCDVO.

UCD Volunteers Overseas, UCD Global, Gerard Manley Hopkins Centre, University College Dublin, Belfield, Dublin 4, Ireland. Registered Charity No. 20055776.
+3531 7168570 / ucdvo.org / info.ucdvo@ucd.ie

We commit to you, our donors and prospective donors, that you will:

- Be informed of UCDVO's mission and of the way the organisation intends to use donated resources.
- Be informed of the organisation's structure and of the identity of those serving on the governing board.
- Be assured that the board will exercise prudent judgement in its stewardship responsibilities.
- Have access to UCDVO's most recent audited financial statements which are available on our [website](#).²
- Be assured that your donation will be used for the purposes for which it is given.
- Receive acknowledgement and recognition where appropriate.
- Be assured that information about your donation is handled with respect and with confidentiality to the extent provided by law.
- Be assured that all relationships with individuals representing the charity will be dealt with professionally.
- Be informed whether those seeking donations are volunteers or employees of the organisation.
- Be assured that UCDVO has efficient procedures for receiving and responding to feedback. Please see our **Feedback and Accountability Policy**, available [here](#).
- Be assured that UCDVO will not share your information with any third parties in accordance with data protection law in line with [UCD's General Data Protection Regulation \(GDPR\) policy](#)⁴
- Should you ever wish to have your name deleted from a UCDVO mailing or distribution list, UCDVO will respect that request.

What to do if you have feedback

If you have a comment about any aspect of our work, you can contact UCDVO in writing or by phone. In the first instance, your comment will be dealt with by our Manager.

Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details. Please also see our **Feedback and Accountability Policy**.³

Write to:

Ms. Hilary Minch, Manager, UCD Volunteers Overseas, UCD Global, Gerard Manley Hopkins Centre, University College Dublin, Belfield, Dublin 4.

Ph: 01 7168570

Email: hilary.minch@ucd.ie

Referenced sources:

- 1 Charities Regulator's Guidelines for Charitable Organisations on Fundraising from the Public: <https://www.charitiesregulator.ie/media/1083/guidance-for-fundraising-english.pdf>
- 2 The finance page on UCDVO's website can be found at: <https://www.ucdvo.org/about/finances/>
- 3 UCDVO's Feedback and Accountability Policy: <https://www.ucdvo.org/qualityimpact/qualitystandards/ucdvopolicies/>
- 4 UCD's GDPR policy: <https://www.ucd.ie/gdpr/>