

Our supporter promise

Our promise to you - our valued supporters

At Woking & Sam Beare Hospices, we are extremely lucky and grateful to have so many passionate, committed and generous supporters. Without our wonderful local community, we simply wouldn't be able to continue to provide specialist palliative care to adult patients of all ages, who have advance life-limiting conditions, when they need us most.

We want to make sure that as part of our wonderful community of supporters you have a great experience. It is important to us therefore that you are communicated with in the way that's right for you.

We promise:

- We will keep your personal details safe, secure and confidential
- We will not share or sell your details to any other organisations or individuals [unless for printing and distribution of communications to you via our approved preferred supplier]
- We will communicate appropriately and sensitively and are especially careful when engaging with vulnerable people.
- If you have questions about our fundraising activities and costs, we will answer them openly and truthfully.
- We will keep you up to date with inspiring and relevant news from our care team and the families you are helping.
- We will tell the truth and won't exaggerate, what we say we will do, we will do.

- You will always be able to let us know how you would like to be communicated with or if you would prefer not to be contacted. And you can change your preferences at any time.
- Our database is constantly updated to ensure we have the correct contact details for you. We will make sure we know exactly how you like to be communicated with.
- We adopt best fundraising practice by regulatory bodies and will continue to do so as these are updated.

Our fundraising team are always happy to help.

Thank you so much.

For more information

Our Fundraising Team are always happy to help.

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