

NEW VIC SUPPORTER PROMISE

OUR PROMISE TO YOU

When you make a donation to New Vic theatre, we promise:

- to spend your donation wisely and efficiently
- to respect your wishes if you've told us how you want us to spend your gift
- **never** to sell your personal details or share them with anyone else
- to **always** keep your financial information safe
- to make sure our policies and practices comply fully with the Data Protection Act, Charity Commission standards and all other relevant laws and guidelines

When we communicate with you, we promise:

- to tell you how we're spending your money
- not to bombard you with communications
- to listen to you and only contact you in the way you want
- **never** to contact you if you've asked us not to
- to be especially careful and sensitive when we're communicating with vulnerable people

When we're fundraising, we promise:

- to make sure the stories and illustrations we use accurately represent the work we do
- to protect the welfare and identity of every beneficiary we involve in our fundraising and to **always** get informed consent before we tell a someone's story or use their photograph
- **never** to call you if you're registered with the Telephone Preference Service, unless you've asked us to
- if any external company, charity or organisation helps us with our fundraising, to make sure it **always** follows our high ethical standards
- to make sure that the small amount we spend on fundraising pays for itself many times over, so we'll raise more money to spend on the creative work of the theatre and the education and outreach work

If you ever make a complaint, we promise:

- to acknowledge your complaint within three working days
- to respond fully within ten working days – making contact in the way you asked
- to make sure our fundraising team is here to take your calls between 9am and 5pm Monday to Friday

September 2016