

## Fundraising Promise

Canterbury Cathedral is hugely grateful for the support given by so many and we value your trust in us. We will use your donations in the best way possible, to support the running costs of the Cathedral, as well as conservation, education and music at Canterbury Cathedral.

We make this promise to all who choose to help us in our work:

- We are committed to working responsibly and with transparency. The Cathedral Trust (as a registered charity) is proud to be registered with the *Fundraising Regulator*, the independent body overseeing charitable fundraising and complies as far as practicable with its fundraising promise. When Chapter becomes a registered charity in 2022, we will register it with the Fundraising Regulator, but in the meantime, we follow the same guidance for best practice in all our fundraising activity.
- We will respect your privacy and never sell on your details. We enjoy keeping our supporters updated about our fundraising achievements, activities and events, by post and email, and believe it is in the legitimate interest of supporters to do so. We seek the necessary consent from supporters to contact them for this purpose. If you would like to update your contact preferences, please email the Fundraising Department: [fundraising@canterbury-cathedral.org](mailto:fundraising@canterbury-cathedral.org), or call +44 (0) 1227 865 343.
- The Cathedral employs a small team of dedicated fundraising staff. We may therefore occasionally outsource functions when we do not have the in-house capacity e.g. using a mailing house. We have agreements in place with such third parties so your data will be handled as carefully by them as by the Fundraising team itself.
- We consider the valued relationships with our supporters to be life-long. We will securely store your information e.g. correspondence, donation details, for as long as they are relevant, and to meet any legal requirements, such as for claiming Gift Aid. We will also retain data so we do not communicate with you if you have asked us not to.
- Canterbury Cathedral is formed of a number of internal departments and charities, including the Trust, Chapter of Canterbury, Friends of Canterbury Cathedral, FOCCUS and Cathedral Enterprises Ltd. We work closely with our colleagues to work effectively, for example with the Cathedral's IT, Accounts and HR departments. We share information to carry out our work and maintain accurate records to avoid inconvenience to you. You can view the Cathedral's full Privacy Statement [here](#).
- To help us enjoy meaningful relationships with our supporters, we may supplement the details you provide to us with information from trusted sources e.g. Companies House, the Charity Commission and other publicly available resources. We may analyse this combined data, so our communications are appropriate and cost effective.
- We work closely with our supporters, colleagues and others to identify new audiences and sources of support. To bring the greatest benefit to the Cathedral and understand more about our potential supporters, we may carry out limited, legitimate research. Those we go on to contact will be provided with clear information about this process and their rights. We may also carry out research to understand the source of any donated funds, to demonstrate due diligence and recognise any ethical or reputational risks for the Trust, Cathedral and the office of the Archbishop of Canterbury.

If you have any questions about how we use your personal data, please contact Joanna Luck, Head of Fundraising: [fundraising@canterbury-cathedral.org](mailto:fundraising@canterbury-cathedral.org)

### Compliments or complaints?

We welcome all feedback so that we can continue to improve our working practices and provide a positive experience when supporting Canterbury Cathedral. Please contact us with any comments. If you are not satisfied with our resolution or response, you have the right to contact the *Fundraising Regulator* directly with your concerns.

**Last Review:** September 2021

**Next Review:** September 2022