



Our Supporter Promise

You, our supporters, are at the heart of everything we do at the MS Society. Your support and kind donations make a huge difference to the lives of all those affected by MS and for that we are incredibly grateful. We believe that supporting us should be a positive and rewarding experience and as such we promise:

To listen and respect your wishes

- If you'd like to change the way you hear from us, or don't want to hear from us again, we'll always respect your decision.
- We'll strive to give you meaningful opportunities to donate to our work, but will never put pressure on you to do so.
- Whenever we start a conversation, either on the phone or in person, we'll ask if you're happy to speak to us.
- We'll be especially careful and sensitive when speaking to people we believe to be vulnerable.

To be honest and transparent about where your money goes

- We'll use your donations carefully and responsibly making best use of our income by funding work that has a demonstrable positive impact on the lives of people affected by MS.
- We'll keep you up to date on how your donations are helping to make a difference.
- We promise to provide information about our finances and charitable spend so you can see how your money is being spent and the difference you're making to people affected by MS.

Respect any personal information you share with us

- Your personal information is safe with us. We take our obligations very seriously and will endeavour to ensure its safety.
- We'll never sell on or swap your personal details with other like-minded organisations.

- We'll only ever contact you via methods you're happy for us to use and for which we have received your consent.

Be accountable and committed to the highest standards

- We strive for the highest possible standards in our fundraising and will always adhere to the best practices as laid down by recognised regulatory bodies.
- We only work with professional fundraising organisations that meet our high standards. We monitor all the fundraising organisations we use closely, and, if we find cause for concern we'll investigate as a matter of urgency.

To listen and learn

- We'll always provide easy ways for you to contact us. Our **Supporter Care Team** is on hand to answer any queries and we really value your feedback.

Any questions?

Please get in touch - we'd love to hear from you. Contact our **Supporter Care Team** on 0300 500 8084 (Monday to Friday, 9am–5pm).

Thank you for your continued support. Together we will beat MS.

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