



Vulnerable Persons Statement

Ethiopiaid aims to treat every donor fairly, respectfully and with dignity, in particular those donors whom we suspect might be vulnerable.

Ethiopiaid staff and volunteers commit to always:

- listening to the wishes of the supporter
- being polite and courteous
- telling the truth and being transparent
- giving clear explanations of how donors can make a gift
- demonstrating the difference the donor can make
- being respectful when a donor decides to cease their support
- listening to complaints in full and taking timely and relevant action to resolve the issue
- taking care to adhere to our donors preferences
- respecting the privacy of our donors
- answering all reasonable questions about our fundraising activities
- making sure that our donors understand what we are asking them to do and what they have agreed to

When taking a donation over the telephone in the office Ethiopiaid will always:

- recap at the end of each call the following : the gift amount, frequency and method of donation
- confirm whether the donor would like to receive an acknowledgement
- confirm whether the donor would like to give with gift aid and check their eligibility
- check the donor's contact preferences
- check if the donor wishes to amend the volume and/or type of fundraising mailings they receive

Ethiopiaid will never process a donation from a donor if we feel they are confused or in any way lack capacity to make an informed decision. In these instances we will seek to end the call politely and then discuss next steps with the Executive Director. Where applicable the donor's record will be removed from future contact.

Ethiopiaid will ensure that any external contractor working on behalf of the charity has a robust process in place to protect vulnerable persons.

It is Ethiopiaid's policy to never share or sell a donor's data to a third party.