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Policy: DONOR'S RIGHTS	Date Approved: February 2011
	Date Revised: November 2023
Policy Attachment(s):	

POLICY

Birchway Niagara shall promote the right of donors (individuals, corporations, and foundations) to be:

- (i) informed of the mission of Birchway Niagara, the way the resources will be used and the capacity of the organization to use donations effectively for their intended purpose;
- (ii) informed of the identity of those serving on the governing body of Birchway Niagara and assured that the board will exercise prudent judgment in its stewardship responsibilities;
- (iii) given access to the most recent financial reports of Birchway Niagara;
- (iv) assured that donor's gifts will be used for the purpose for which they are given;
- (v) granted appropriate acknowledgment and recognition;
- (vi) assured that information about their donations will be handled with respect and with confidentiality to the extent provided by law;
- (vii) approached in a professional manner;
- (viii) given the opportunity for their names to be omitted from Birchway Niagara mailing lists;
- (ix) encouraged to ask questions and assured of receiving prompt, truthful and forthright answers when making a donation.

PROCEDURES

- 1.0 All fundraising solicitations by or on behalf of Birchway Niagara will disclose the organization's name and the purpose for which funds are requested.
- 2.0 The Director of Development and Stewardship (DDS) will, upon request, provide donors and prospective donors with the charitable registration number (business number [BN]) as assigned by the Canada Revenue Agency and a list of names of the members of the Board of Directors.
- 3.0 The DDS will ensure that donor requests to remain anonymous are respected.

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- 4.0 The DDS will ensure that the privacy of donors is respected. Any donor information that is maintained by the organization will be kept confidential to the greatest extent possible under the law.
- 5.0 Birchway Niagara will respond within two (2) business days to a complaint by a donor or prospective donor about any matter.