



## **Our supporter promise**

We promise to be honest and transparent about where your money goes and why we ask for donations. We will show you what a difference you are making.

### **Who are the Carmelites?**

The Carmelites are a world-wide religious order in the Catholic Church. In Britain we have over 40 communities of friars, religious sisters and lay Carmelites. We are engaged in many different forms of service at home and abroad amongst people of all faiths and none. Our work of spreading the Gospel, education and the relief of suffering depends entirely on the generosity of donors. From the earliest days the Carmelite Order has been a mendicant order of begging brothers, trusting in the providence of God shown through the generosity of individuals and communities, to support our work.

We receive no state support and rely on the generosity of people like you to fund our work which builds up God's Church and which benefits some of the neediest people in society.

Donations to the Carmelite Charitable Trust allow the Order to continue our work today and into the future. All of our friar communities remember our benefactors daily in our prayers.

### **We will protect your data**

Your data is safe with us and it is held on a secure server in the United Kingdom. We take our obligations very seriously and we will never sell your data to third party organisations. You can contact the Carmelite Charitable Trust any time you wish to change the way we contact you or opt out of future communications.

### **Who has access to your data?**

Members of staff at the offices of the Carmelite Charitable Trust have access to members' data in order for them to carry out their legitimate tasks for the organisations, such as responding to enquiries from those supporters. All employees of the Carmelite Charitable Trust receive mandatory and on-going training on Data Protection issues to ensure that your personal data is kept safe and accurate.

### **We are respectful**

One of the most important commitments you can make to our ministry is the support of your prayers. If you are able to support us financially, we will never put you under pressure to make a gift and if you do not wish to donate we will always respect your decision. If you make a decision to have your data removed, we will respect this decision too.

### **We are accountable**

We do all we can to ensure that fundraisers, volunteers, other staff and any third party agencies working with us comply with all fundraising regulations and this promise. We will always act quickly if anyone does not meet the high standards we set.

### **We will keep in touch**

We will always provide easy ways for you to contact us and our team is on hand to help answer any queries you may have. If you are unhappy with anything we have done, you can contact us using our complaints policy. If we make a mistake, we will apologise and do all we can to put things right, and if we cannot resolve your complaint, we accept the authority of the Information Commissioner, the Fundraising Regulator and Charity Commission.

If you have any questions, please contact the Shrine Office via [developmentmanager@stjudeshrine.org.uk](mailto:developmentmanager@stjudeshrine.org.uk) or call **01795 539 214** and they will be happy to help.



Registered with  
**FUNDRAISING  
REGULATOR**

*May mercy, peace, and love be  
yours in abundance*

Letter of Saint Jude, verse 2

