

Supporter Charter

Brain Research UK is enormously grateful to all our supporters and donors for their generosity. Since 1971, we have relied on voluntary donations to fund vital research to help those with a neurological condition. These kind donations allow us to invest in pioneering research to discover the causes, develop new treatments and improve the lives of those affected.

Thanks to the support of our supporters and donors, we help those with a neurological condition to live better, longer.

Our promises to you

Your support is greatly valued and recognised

- All your gifts are valued; without them vital research could not be funded
- You will be thanked in a timely, meaningful and genuine manner
- Your donations will be spent wisely for the best impact for people affected by neurological conditions
- We will keep you updated on how your gifts are put to work. We also report annually on where your gifts have been spent; our most recent report is available at www.brainresearchuk.org.uk/annual-review-and-accounts

Your feedback will be welcome

- All your feedback, good or bad, will be treated with respect
- Any complaints will be treated seriously and will be acknowledged by a member of staff within 3 working days of receipt; our complaints procedure is available at www.brainresearchuk.org.uk/contact

Your personal data and privacy will be respected and handled with utmost care

- Your contact preferences will be honoured
- Your data will be held in a secure environment
- Your data will never be sold or shared with other charities
- We will never sell or share your personal information to third parties for marketing purposes
- Your data will be held in accordance with GDPR and data protection regulation
- We are registered with the Information Commissioner's Office, the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals

We will always be honest and open with you

- We will treat you with honesty, professionalism and warmth
- We are transparent about our work and publish clear, detailed accounts annually
- We undertake regular governance reviews
- We are held to account by our Board of Trustees
- We fund the best research as recommended by our Scientific Advisory Panel
- We follow strict Association of Medical Research Charities (AMRC) guidelines when assessing and reviewing all research applications

We work to the highest fundraising standards

- We are a member of the Institute of Fundraising (IoF) and follow its recommendations; the IoF is the professional membership body for UK fundraising
- We are a member of the Fundraising Regulator, the UK's independent regulator of charitable fundraising, and follow its Fundraising Promise and Code of Fundraising Practice; the Fundraising Promise is available at www.fundraisingregulator.org.uk/more-from-us/resources/fundraising-promise
- We comply with charity and fundraising law