

Our fundraising promise to you

Thank you so much for supporting Thera Trust. Your donation helps us work towards an inclusive society where people with learning disabilities are empowered to lead and live great lives.

We want every interaction you have with us to feel respectful, clear and positive. That means listening to how you would like to hear from us, protecting your personal information, and being open about how we fundraise.

You can contact us at fundraising@thera.co.uk at any time if you would like to change how we contact you, update your consent, or stop receiving future communications from us.

If something about our fundraising does not feel right, please let us know. You can raise a complaint by contacting us here [Contact us | Thera Trust](#) or by calling 0300 303 1280. We will listen carefully and do our best to put things right.

We follow guidance from the Fundraising Regulator and the Charity Commission. If you feel we have not met the standards expected of us, and we have not been able to resolve your concern through our complaints process, you can contact the [Fundraising Regulator](#).

We will never sell, swap or share your details with other organisations. Sometimes we work with trusted suppliers who help us provide services,





such as sending post or processing card payments. We only give them the information they need to do this work, and we make sure they protect your data with the same care we would. For more information, please see our [Privacy policy | Thera Trust](#).

If you have given us your email address and permission to contact you, we may send you updates by email. Every email will make it clear how you can unsubscribe or change the types of messages you receive.

Thank you very much for your support.

Together we can do more.

