

Our promise to you

Thank you for supporting the Macular Society, and being part of our mission to Beat Macular Disease.

Research – including projects that you’ve helped to fund – is getting closer to a cure every year. With your continued support, we will end macular disease, and the isolation, loneliness and frustration that so often comes with it.

This is a big task and we know that we can’t do it without you, so we make you these promises.

1 Amazing stories about how your support is Beating Macular Disease

- Your support is pushing forward groundbreaking research and giving people back the lives they love today. We’ll contact you regularly to let you know how your support is making a difference, unless you don’t want us to.

2 Transparency

- We value every gift of time or money, large or small.
- We will spend donations so they have the most impact for people with macular disease, and be open about how we spend your money.
- We will process your donation quickly, and claim Gift Aid where we can so your money goes even further.

3 Respect for your privacy

- We’ll never sell your data or share it outside the Macular Society, unless we have to by law.
- If you don’t want to support us any more, or don’t want to hear from us, we will respect your decision and won’t pressure you to change your mind.

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4 An approach that's right for you

- We'll make it easy for you to choose how you hear from us. If you ask us not to contact you again we won't, unless it's a legal requirement.
- Our staff, suppliers and volunteers will adhere to the Institute of Fundraising's policy on vulnerable people.

5 A friendly and open response when you get in touch

- When you contact us, we'll respond quickly, politely and professionally.
- We take all complaints seriously. If we get things wrong, we'll be upfront about our mistakes, apologise and fix them.

If you would like to chat to us, please call Sue Hale and the rest of the Supporter Care team on **01264 350 551**. You can also email them at **supportercare@macularsociety.org**.

Our Privacy Policy: macularsociety.org/privacy-policy

How to make a complaint: macularsociety.org/complaints

