

Macular disease is the largest cause of sight loss in the developed world. We are very grateful to you for being part of our work. With your help we can provide support to improve lives today and fund research to find a cure.

## **As our commitment to you we will**

- maintain confidentiality and privacy at all times and ensure that your details are protected under the terms of the Data Protection Act
- never sell your data or share it outside the Macular Society
- make every effort to communicate in the way that you prefer and provide clear opt out information
- not put pressure on you if you do not wish to hear from us or donate, or if you wish to stop donating, and we will respect your decision
- process your donations efficiently and responsibly, and spend them wisely and cost effectively on services and research that have a real impact on people's lives. We will claim Gift Aid where possible
- thank you for your support and keep you updated with our latest news and achievements, unless you would prefer us not to
- acknowledge any enquiry or complaint in an honest, courteous and professional manner, and provide a prompt response. We treat all complaints very seriously and investigate them fully. Our complaints process is at [www.macularsociety.org/complaints](http://www.macularsociety.org/complaints)
- abide by the Codes of Fundraising Practice and ensure that all of our activities are open, fair, honest and legal.

**If you want to change what you receive from us at any time please contact us on 01264 350 551 or [supportercare@macularsociety.org](mailto:supportercare@macularsociety.org)**