

# CPAS' Supporter Promise

For, and on behalf of, the CPAS Board of Trustees. Last reviewed 1 October 2023

## OUR FUNDRAISING PROMISE

As people passionate about bringing the good news of Jesus Christ throughout the UK and Ireland, we want to act with integrity and honour God in all we do. Our Supporter Promise sets out how we are striving for the highest standards of service to all our supporters.

## CPAS: OUR PRIVACY POLICY - SUMMARY OF THE KEY POINTS

1. Personal data is any information that can be used to identify you. We only collect the personal data that we need.
2. We collect data from information that you give to us directly (e.g. when donating), information from your use of our website, information that we get from you giving information to other organisations (e.g. JustGiving), and information from public sources (including information that can be accessed through search engines like Google).
3. We do not collect sensitive data (e.g. medical data) unless there is a reason to do so.
4. We use your information for various purposes: keeping you up-to-date with our latest news, events, prayer requests and job opportunities, asking for financial support, processing donations and dealing with queries.
5. We may use publicly available information to research our supporters so that we can be well informed when we meet you. We may also use wealth screening, a process which uses a trusted third-party partner to screen your name and address against databases built up from publicly available information. You can opt out of these processes. Call David Skoppek on 0300 123 0780.
6. We never sell your data to other organisations or allow them to use your data for their own purposes. We do share information with organisations who deliver services to us (e.g. payment processing). We also share information where we are legally obliged to do so.
7. We use a variety of legal bases of processing. We rely on consent for e-mail communication and legitimate interests for sending direct mail communications.
8. We do our best to keep your data safe and secure.
9. We only store data for as long as necessary for the things we need to do.
10. You have many individual rights over your data and we respect these at all times.
11. If you have any questions, please call David Skoppek on 0300 123 0780.
12. A full copy of our Privacy Policy is available on our website at [www.cpas.org.uk/privacypolicy](http://www.cpas.org.uk/privacypolicy).

Thank you for your trust in us. When you support us, this is our promise to you:

### 1. Committed to High Standards

- We will abide by the Fundraising Code of Practice and charity law.
- As a Christian mission agency, we will act with integrity and try to be God-honouring in all that we do, striving to deliver the highest standards of supporter service.

### 2. Clear, Honest and Open

- We will do what we say we're going to do with your donations. In the dynamic world of mission, sometimes projects change. If you've given to a specific project and the money is no longer needed there, we will update you.
- We will keep you informed about CPAS' work and what we are achieving with the money you've given to us.
- We will be open and honest about our fundraising costs.
- We are committed to keeping our fundraising costs as low as we can. We don't spend money on big advertising campaigns. Instead, we build interest in CPAS' work through existing relationships with our supporters.
- Identifying supporters who may be both willing and able to make larger gifts to our work is part of our approach. We may use publicly available information to research our supporters so that we can be well informed when we meet you. We may also use wealth screening, a process which uses a trusted third-party partner to screen your name and address against databases built up from publicly available information. The agency doing this work will only use your data to help us with our fundraising. They cannot use your data for

any other purposes. You can opt out of these processes: to do so, simply call us on 0300 123 0780.

### 3. Respectful

- Our work is only possible because of the support of those who share our passion for all to hear the good news of Jesus Christ. We never forget that we are stewards of your generosity and trust in us.
- Your personal data is something you have entrusted us with. So, we will look after your data securely. We will never sell your data to third parties.
- We will respect your wishes on how you prefer to be contacted. We will work with the Telephone, Mail and Fundraising Preference Services to ensure that those who choose not to receive specific types of communications won't have to.
- We will never put anyone under pressure to make a gift. We believe that our supporters should have time to make their minds up, so that the giver can delight in the giving, mirroring Paul's advice in 2 Corinthians 9.
- We recognise that some supporters may be in vulnerable circumstances for a whole variety of reasons, ranging from mental health, through to dementia or bereavement. Our small head office staff are trained to spot signs of vulnerability.
- We have summarised the key points of our Privacy Policy at the top of this Supporter Promise. The full version can be read on our website at: [www.cpas.org.uk/supporterpromise](http://www.cpas.org.uk/supporterpromise).



EACH  
OF YOU SHOULD  
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GIVE, NOT RELUCTANTLY OR UNDER  
COMPULSION, FOR GOD LOVES A  
CHEERFUL GIVER. AND GOD IS ABLE TO  
BLESS YOU ABUNDANTLY, SO THAT IN  
ALL THINGS AT ALL TIMES, HAVING ALL  
THAT YOU NEED, YOU WILL ABOUND  
IN EVERY GOOD WORK.

2 CORINTHIANS 9:7-8

### 4. Accountable and Responsible

- We will steward our resources responsibly. We are committed to communicating the impact of the work to all our supporters in ways that will build trust and deepen relationships.
- We value you, your support and your opinions. So, we want you to feel that you can get in touch with us. Our aim is to give a warm, friendly and personal service in a timely and reliable way. We aim to give you the right answers first time.
- We hope you will never need to complain. However, if you are unhappy with anything we have done, please contact us so we can put things right. We welcome feedback and take all complaints seriously.
- You can talk to David Skoppek, Head of Fundraising and Communications on 0300 123 0780 or e-mail him at [dskoppek@cpas.org.uk](mailto:dskoppek@cpas.org.uk).



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