

Our fundraising promise



BSAVA PetSavers is the fundraising and grant awarding arm of the BSAVA. Supporters are at the heart of everything we do. Our work simply wouldn't be possible without your generosity and commitment. We're very grateful for your trust in us – here's our promise to you in return.

We respect your privacy and generosity

- We will never share or sell your personal information to third parties for the purpose of marketing or fundraising, and we'll always treat the information you provide us with in line with our **privacy policy**
- We will always work to meet and exceed regulatory standards – we are registered with the **Fundraising Regulator**, use their **Code of Fundraising Practice**, and fulfil its **Fundraising Promise**
- We will work to fully comply with all relevant laws, including: the Charities Act 2022, the 2018 Data Protection Act, the Privacy and Electronic Communications Regulations 2003, and UK GDPR
- We will only work with third party providers who meet all our compliance expectations

We'll be transparent about how we use your donations – and the type of donation we accept

- We value every gift, large and small, and will ensure your donation is used in a way that has the greatest impact on our companion animals
- We will work to keep our administrative costs to a minimum to ensure that we continue to make the biggest impact
- Occasionally we may need to refuse or return a donation, for example if a company isn't aligned to our vision, mission and objectives. More details on when and why we might refuse a donation are available in the BSAVA Fundraising Policy – please contact us if you would like to know more
- Information about our fundraising income and expenditure is published in **BSAVA's Annual Report and Accounts** and we will be to answer any questions you may have about it

We'll make sure our approach is right for you

- We'll make it clear and easy for you to tell us how you want us to communicate with you. If you ask us not to contact you, we won't
- We will never pressure individuals to donate or accept donations from anyone we suspect may not be competent to make their own decisions

We'll show you how your support is making a difference

- Your support allows us to fund vital clinical research into the conditions and diseases that affect our pets – we'll share stories and news about the impact your donations have made



We're available to help

You can contact us at petsaversadmin@bsava.com or on 01452 726700.

We value your feedback: if something goes wrong, it's important we know so we can make changes going forward. Our **complaints policy** is available if you need it.

BSAVA
PetSavers
Funding the future of small animal health