



Supporters' Charter

Our Commitment to You

Trócaire envisages a just and peaceful world where people's dignity is ensured and rights are respected; where basic needs are met and resources are shared equitably; where people have control over their own lives and those in power act for the common good.

Trócaire depends on your generosity to fund its work. In recognition of your kind support, we make this commitment to you.

As a Trócaire Supporter, you are entitled to:

- An official receipt in recognition of your donation.
- Information about the projects that Trócaire supports.
- Confidentiality – Trócaire does not share your details with other organisations.
- A choice as to whether you wish to receive further communication from Trócaire in the future.

As a charity supported by voluntary public donations, Trócaire is committed to:

- Treating all our supporters with respect, honesty and openness.
- Preparing independently audited accounts, which are available to you for inspection, in accordance with the [Fundraising Codes of Good Practice](#).
- Effectively manage essential fundraising & governance costs and ensure they are kept to a minimum (an average of 8% of income over the past 5 years).
- Managing our database of supporters in compliance with GDPR.
- Record feedback from our supporters and commit to resolve any queries/complaints raised by our supporters within 48 hours of notification.

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Trócaire will maximise the value of your donation by:

- Seeking matching funding from official bodies such as the Irish Government, DFID and the European Union – over the past 5 years Trócaire has managed to secure an average of an extra 87c for every €1 donated by the public.
- Availing of tax concessions provided to registered charities in order to maximise the value of your donation. To enable Trócaire to reclaim tax, you must make a personal donation of €250 or more during the tax year and complete a tax form giving your consent for Trócaire to avail of a tax rebate on your behalf.

In relation to Emergency Appeals:

- Funds raised will be used as speedily as possible.
- If, for any reason, such as high-risk security situations, it is not possible to expend all funds received in the particular emergency within a reasonable period, Trócaire will devote any remaining funds to tackling poverty in other areas of great need. When this occurs, it will be highlighted in the Annual Report.

At Trócaire, we never forget that it is only by the grace of generous, compassionate people like you that lives can be changed around the world.

To see stories of how acts of love, shared by people like you, are easing fears in more than 20 countries please visit www.trocaire.org.

Thank you for your solidarity. Thank you for your support.



Caoimhe de Barra
CEO, Trócaire

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