



Updated: December 2024

Review due: December 2025

Our Promise to You

When you make an enquiry or donation to Totally Stoked, we promise:

- never to sell your personal details or share personal details with anyone else, unless you have given explicit consent to do so (see our [Privacy Policy](#))
- to always keep your financial information secure
- to make sure our policies and practices comply fully with the General Data Protection Regulations 2018 (EU), Fundraising Regulator Code of Fundraising Practice and all other relevant laws and guidelines

When we communicate with you, we promise:

- to tell where we are placing your donation of resources and the benefit that it has provided
- not to send irrelevant communications to you
- to listen to you and only contact you in the way you want
- never to contact you if you've asked us not to
- to be respectful, professional, and polite at all times

When we're facilitating exchanges we promise:

- to respect your wishes if you've told us how you want your donation to be allocated
- to protect the welfare and identity of every beneficiary involved in our work

- to place your donation of equipment and other resources with organisations that genuinely need support

When promoting our work, we promise:

- to make sure the stories and illustrations we use accurately represent our work
- to **always** get informed consent before we tell someone's story or use their image
- if any external company, charity, or organisation helps us with our work, to make sure they **always** adhere to our high ethical standards

When facilitating an exchange, we promise:

- to support you in facilitating an easy and safe exchange where possible.
- to keep your address and contact details private from the third party if you have not agreed for that information to be communicated

If you ever make a complaint, we promise:

- to acknowledge your complaint within 5 working days
- to respond fully within 10 working days – making contact in the way you asked

If you have any questions, please email hello@totalystoked.org.uk.