

At Aberlour we've been able to achieve amazing things – but we couldn't do it without you!

For over 140 years, Aberlour has been there for children, young people and families across Scotland, helping transform lives for the better. We support them through challenges like living with a disability, growing up in and leaving care, and the impact of drugs and alcohol on families. Giving children the best possible start in life is at the heart of everything we do. But we simply cannot continue our vital work without the generosity of our supporters, donors and corporate partners. You make us very proud!

Our promise to you, as a supporter of Aberlour
We promise to treat every supporter with respect, integrity and understanding.

We want you to feel inspired to support us and we promise to treat you with the utmost respect and be understanding of your wishes and requests.

We promise not to share your details with anyone else.

We will never share details with a third party or organisation, except those working on our behalf. At Aberlour we take Data Protection very seriously; your information is carefully guarded and any information we hold on you is available to you if you make a request to us in writing.

We promise to respect you and your choices.

We won't ever put undue pressure on you to make a donation to us. If you don't want to make a gift or wish to cancel a regular gift then we will respect your decision.

We promise to keep you updated about the vital work that you fund at Aberlour

If you have donated to Aberlour in the last 36 months, we will send you our twice-yearly newsletter 'Aberlour News' packed full of stories and updates on how your generosity makes our work possible. We will also send letters, the occasional email, phone call and encourage you to visit our website. If you use social media, we'd love it if you could follow us on Facebook or Twitter where you will get updates on what we're up to around Scotland.

If you prefer not to receive a form of communication, please just let us know your preference by telephoning us on 0800 0856 150 or emailing us at fundraising@aberlour.org.uk.

We promise to support you fully in all your fundraising endeavours.

Whatever challenge you decide to take for Aberlour, whether it's taking part in the Kiltwalk, abseiling from the Forth Road Bridge, or organising a bake sale or a special party, we promise you a fundraising pack, sponsor forms, advice and our appreciation!

We promise to thank you appropriately - unless you tell us not to!

A letter, card or phone call will be sent on receipt of your gift because we appreciate your efforts. If you don't want to receive an acknowledgement of your gift then we fully respect your wishes but want to take this opportunity to 'thank you' in advance!

We promise to monitor our activity:-

We will ensure that all our fundraising activity complies with Aberlour's core values (http://www.aberlour.org.uk/about/aberlour_today) and sector wide charitable Codes of Practices (<http://www.institute-of-fundraising.org.uk/code-of-fundraising-practice/>). We are also registered with the Office of the Charity Regulator (OSCR) (<http://www.oscr.org.uk/>). On occasion we may use agencies to support our marketing and fundraising and regularly monitor any activity undertaken on our behalf.

We promise to say sorry if we get it wrong!

We hope we don't ever get it wrong but if you feel we aren't living up to any of our promises, then we will do everything we can to sort things out for you.

We promise to be there for you:-

Our fundraising team is on hand to speak to you and we are always happy to talk to the people who make our work possible – you! If you want to get in touch with us, please call us on 0800 0856 150 or email fundraising@aberlour.org.uk. In the meantime, from everyone at Aberlour thank you!.