

Our commitment to supporters

Supporters are at the heart of everything we do at the Mental Health Foundation. Thanks to your generosity we are able to continue our work to help people understand, protect and sustain their mental health.

Giving to us should be a great experience and we promise:

- To be transparent about where your money goes
- We will keep you up to date with our work and how your support and money is making a difference with helping people understand, protect and sustain their mental health
<https://www.mentalhealth.org.uk/about-us/annual-reports>

To respect any personal data, you share with us:

- We ensure your data is safe with us. We never sell on your details, and we comply with data protection law.
- We will make it easy for you to tell us how you want us to communicate with you, in a way that suits you - including how to opt out from future communications. Please contact us on supporter@mentalhealth.org.uk
- If you don't want to hear from us, that's fine – you just need to tell us.
- Our privacy policy <https://www.mentalhealth.org.uk/privacy>

To operate our fundraising to the highest standards.

- We strive for the highest possible standards in our fundraising, we are registered with [the Fundraising Regulator](#) and are committed to complying with its [Fundraising Promise](#)
- We are also a member of the [Chartered Institute of Fundraising](#).
- We are proud to champion the principles of honesty, accountability and transparency when fundraising.
- We will only work with professional fundraising organisations that meet our high standards.
- We monitor all the fundraising organisations we use closely, and if we find cause for concern we will investigate as a matter of urgency.
supporter@mentalhealth.org.uk

To be respectful

- If you do not want to give, or wish to stop giving to us, we will respect your decision. We will never put pressure on you to make a donation.
- Whenever we start a conversation, either on the phone or in person, we will ask if you are happy to speak with us.
- We will be especially careful and sensitive when engaging with vulnerable people.
- To listen and learn. We will always provide easy ways for you to contact us. Our friendly Supporter Services team is on hand to answer any queries and we very much value your feedback.
- Any questions? Please get in touch – we would love to hear from you.

Thank you for your continued support. Together we will help people understand, protect and sustain their mental health.

If you have any further questions, please contact our Supporter Services team on:

0207 803 1121 or supporter@mentalhealth.org.uk