

## **Our Supporter Promise**

We are *Somerset NHS Charity*. We need your help to raise money to fund things that the NHS does not cover, so we can continue to improve the experience of patients admitted to the Hospital, creating a comfortable, engaging environment, supporting their family and friends.

Your help will also enable *Somerset NHS Charity* to provide staff with training and development opportunities, provide state of the art equipment, and enable wards to buy items which will make our patients stay comfortable and help ensure a more pleasant environment for all.

You are so important to us. You're the reason we're able make a huge difference for our patients, family and friends.

So we want to keep in touch with you, to let you know what we have funded and to share the stories of the patients and wards you've supported. We also want you to know when we need your help and what you can do - but it's really important to us that you choose how we contact you, that you're in control, and that you know your information is safe with us.

### **Our Promise to you:**

**Without you, we would simply not exist. That is why your trust is vital to us and why we make these promises to you:**

- We will keep you up to date and share stories of how your donation makes a difference
- All donations will be used to support the vital work of the hospital over and above NHS provision.
- We promise to make it clear and easy for you to choose how you hear from us, including how to opt out from future communications.
- We will always check first that you are happy to speak to us when we call
- We will never sell or swap your data with any third parties. We will not share your information with any third party for marketing purposes. [Read our Privacy Policy here](#)
- We will be especially careful and sensitive when engaging with vulnerable people
- Our friendly Fundraising Team is always available to answer any queries and your feedback is important to us.

**Thank you for your continued support.**

If you have any questions, please contact our Fundraising Team on 01823 344 437 or by email: [SomersetNHSCharity@SomersetFT.nhs.uk](mailto:SomersetNHSCharity@SomersetFT.nhs.uk)