

The Goodwill Revolution: Card and Online Donations Procedure

Our Commitment

The Goodwill Revolution is committed to providing a secure and transparent experience for all donors who wish to give via card or online. We take the protection of personal and financial data very seriously and have implemented this procedure to ensure we comply with all relevant regulations and uphold the trust of our supporters.

3.5: Card and Online Transactions

All online and card transactions must adhere to the following principles:

1. **Secure Systems:** We use a Payment Card Industry Data Security Standard (PCI DSS) compliant service provider for all card processing (Give WP). This ensures that all payment information is handled securely and that we do not store any sensitive card data ourselves.
2. **Clear Information:** Our website and fundraising materials must clearly state the purpose of the donation. Donors will also be provided with clear information about how to contact us and how to access our privacy policy and complaints procedure.
3. **Data Protection:** All personal and financial data collected online will be handled in accordance with our data protection policy and all relevant data protection laws. We will only use this information for the purpose for which it was given and will not share it without explicit consent.
4. **Audit Trail:** An auditable record will be kept of all card and online transactions, including the date, amount, and source of the donation.

3.5.1: Recurring Payments

For all recurring payments and direct debits, we will ensure the following:

1. **Clear Authorisation:** The donor must give clear and explicit consent to set up a recurring payment. This authorisation will specify the amount, frequency, and duration of the payments. This is completed during the Donation transaction process, via Give WP.
2. **Easy Cancellation:** We will provide a simple and accessible way for a donor to cancel their recurring payment. This information will be easy to find on our website and in any communication related to the recurring donation.
3. **Prompt Action:** All cancellation requests will be processed without delay. Donors will receive a confirmation of their cancellation.



Signed:

Louise Wells

Director

Date: 15th August 2025

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