Friends of The Phoenix Donations and Communications Policy

January 2025

1. Donations

1.1 When an individual makes a donation to The Phoenix Garden, the donation will be acknowledged and the donor will be thanked using the contact details provided. Whether individuals make a donation online via The Phoenix Garden website or they complete a donation form, they will be asked for their name, address, email address and Gift Aid declaration.

1.2 When making a donation online or in person, individuals are given the opportunity to join The Phoenix Garden general mailing list which includes details about events and fundraising activities.

1.3 If donors do not consent to receiving marketing communications from The Phoenix Garden, their personal data will not be added to our email and marketing platform.

1.4 Donor details will be kept on The Phoenix Garden's database for six years. This is necessary in order to comply with HMRC regulations for Gift Aid and auditing purposes.

1.5 After this six year period, if a donor has not consented to receive communications, basic details will be kept for record keeping unless their deletion is requested by the donor.

2. Friends membership

2.1 When an individual becomes a Friend of The Phoenix Garden, The Phoenix Garden enters into a contract with the individual and is required to deliver a number of benefits as set out on our website. These benefits include direct marketing communications which the member can opt out of at any time. Please note this will affect the member's access to priority booking for events and activities.

2.2 On entering into a membership contract with The Phoenix Garden, individuals will be asked for their name, address, email address, telephone number and Gift Aid declaration. Individuals wishing to set up a standing order will be asked for their bank details.

2.3 The Phoenix Garden will send members a renewal letter one month before their membership is due to expire. If they have not renewed their membership by the renewal date, The Phoenix Garden will write to them one more time and will follow up once by email and once by phone before terminating the membership.

2.4 Upon expiry of a membership the individual will no longer be a Friend and they will no longer be entitled to receive any membership benefits. A termination letter will be sent

2.5 The Phoenix Garden keeps limited information about its members on its database for a period that extends to six years after the end of the accounting period in which their Gift Aid donations were made. This is necessary in order to comply with HMRC regulations for Gift Aid and auditing purposes.

2.6 If you are purchasing a Friends gift membership, you will be asked to provide these contact details for the recipient. We will gain consent from the recipient before adding them to the Friends mailing list.

2.7 Refund requests must be made within 14 days of the original payment date. Refunds will be issued to the original payment method. To request a refund, please contact us at admin@thephoenixgarden.org with your payment details and reason for the refund. Please note that after the 14-day period, contributions are non-refundable.

2.8 Gift membership cannot be refunded.

2.9 The Phoenix Garden may, from time to time, review the range of benefits on offer to you and reserves the right to change/alter membership benefits. We will communicate these changes to our members in advance via our member communications and on our website.

2.10 Individuals are responsible for informing The Phoenix Garden Trust of changes to their personal details.

2.11 You may transfer your rights or obligations under these Terms to another person only with prior arrangement and written agreement from The Phoenix Garden.