



The MQ Foundation Supporter Promise

Without our amazing and passionate supporters our work would not be possible. They make our research a reality, and are crucial in helping us to transform mental health.

We believe that our donors and supporters have the right to honesty, respect and openness in all we do. Which is why we're committed to fundraising transparently and accountably.

If you have any questions or concerns about us or our fundraising, please get in touch. Write to us at info@mqfoundation.org or to:

Supporter Care, MQ Foundation
598 Madison Avenue, 3rd Floor
New York, NY 10022

Our promise to our supporters:

Donations

We will keep our donors up-to-date about how their gifts and contributions are helping us to transform mental health through our research. If we make any changes to our funding aims or priorities, we'll always let them know.

When someone chooses to donate, we'll always tell them we've safely received it, and register their name on our list of supporters. If they want to give anonymously, we will respect their privacy. If they give us money for a specific purpose, we will honor their wishes.

Our spending

We're funding research that has the potential to bring the greatest benefit to everyone living with a mental illness. We pledge to use the money we are donated responsibly and efficiently.

We are committed to acting accountably and transparently, and promise to share with our donors information on how we are making use of their gift, and how our income is being spent. We will also send every registered donor and supporter our annual review and statement of accounts.

We will only make an appeal for donations for a specific purpose if we have a plan to manage any target shortfall or surplus.

How we communicate with our supporters

We really believe that being part of the MQ community should be enjoyable, and we hope everyone finds a way to get involved that's right for them. This is why we offer lots of different ways to support our work, many of which do not involve donating or fundraising.

We give all of our supporters the option to hear from us how they want, be it through email, mail or over the phone. We'll always respect the wishes of our supporters in their communication preferences, and make it easy for them to be changed.

We'll never pressure or harass anyone into giving money or collecting money for us. And will always do our best to give helpful and comprehensive answers to any questions our supporters may have about us as a charity or our research.

Protecting your data and working to the highest standards

We promise to keep all of our supporter data safe and secure, and will never sell it on to a third party. We respect our supporter's right to privacy, and we fully comply with the EU's General Data Protection Regulation (GDPR) and with US laws. Our supporters have the right to ask to be deleted from our database at any time.

In the UK, we are a member of the Fundraising Regulator, and registered with both the Charity Commission and the Information Commissioner's Office. All of our policies and procedures comply with the UK Institute of Fundraising's Code of Practice.

We also demand that any third party working with us also obeys with the GDPR and the Institute of Fundraising's Code of Practice, and any other rules we work by.

Contacting us

We always welcome individuals getting in touch to share their thoughts.

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