



trading as Care Workers Support

Donation Payment Terms and Conditions (Updated 2025)

The Care Workers' Charity (CWC), registered charity no. 1207208, trading as Care Workers Support

These Terms and Conditions govern your use of the online donation services provided through thecareworkerscharity.org.uk (the Website). They apply to all single and recurring donations made online. By confirming a donation, you agree to be bound by these Terms and Conditions.

1. Agreement

By making a recurring or single donation, you agree and acknowledge that:

- The contribution is provided to The Care Workers' Charity as an irrevocable gift, subject to the contributor's right to a refund as described in Section 7 and CWC's right to return any contribution at its discretion.
- The contribution will be used by CWC to support its charitable objectives, including emergency grants, mental health and wellbeing support, advocacy, and sector development.
- This Agreement is legally binding and made in consideration of each party's obligations.
- Where a restricted donation is made, CWC will apply it to that purpose wherever reasonably possible. If not, CWC will seek donor consent or follow the Charities Act 2022 provisions for reallocation.

2. The Donation Services

- We will use your donation at our discretion but within our charitable objectives.
- Payments may be made by card or direct debit.
- Regular donations continue until cancelled in accordance with the timelines in Section 8.
- You will be notified if material changes are made to these Terms.
- Transactions are processed securely via Stripe or PayPal.
- All payment processing follows PCI-DSS v4.0.
- These Terms comply with the 2025 Fundraising Regulator Code of Fundraising Practice.

3. Conditions

- Contributions may be made by individuals or legal entities.
- Individual donors must be aged 18 or over.

4. Unauthorised Card Use

- If your card is stolen or used without permission, notify your card provider immediately.

5. Information From You

- To process a donation, you must provide your name, email address, phone number, organisation (if applicable), and payment details.
- Payment details are securely processed by Stripe or PayPal.



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- We will not share your information except as set out in our Privacy Policy.
- Your data will be processed in accordance with UK GDPR and the Data Protection Act 2018.
- You may update communication preferences at any time. FPS requests will be actioned within 21 days.

6. Information From Us

- Donations are charitable gifts and do not entitle donors to material benefits.
- Public acknowledgement will only occur with prior consent.
- Campaign totals may be shared in quarterly updates or reports.
- Contributors may use our supporter logo or digital badges with prior permission.

7. Donation Refund Policy

- Donations may be refunded in limited circumstances: duplicate payments, errors, fraud, lack of capacity, or undue pressure.
- Requests must be received within 14 days.
- Refund handling complies with the 2025 Code of Fundraising Practice.

8. Regular Donations

- These Terms apply to all recurring donations.
- You authorise Stripe or PayPal to collect recurring payments.
- Cancellation notice: annual gifts 1 month; monthly gifts 14 days.
- Failed payments may be reattempted unless cancelled by the donor.

9. Vulnerable Donors

- CWC will not knowingly exploit vulnerable donors.
- Donations may be paused or refunded if vulnerability concerns arise.

10. General

- We may amend these Terms at any time.
- These Terms are governed by English law under the jurisdiction of the courts of England and Wales.