

## SPEAKER CASH HANDLING AND DATA PROTECTION POLICIES

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### SPEAKER DATA PROTECTION

These guidelines will help you handle supporter data in a way that is compliant with data protection, protecting you as well as Tearfund and our supporters.

Personal data covers a variety of things, including telephone, address, email and bank details and religious belief.

It is vital that data is stored securely.

Donation handling guidance is important for three main reasons:

- To protect the organisation from fraud, theft or embezzlement.
- To protect staff or volunteers from accusations of dishonesty or the temptation to commit fraud.
- To assure donors that their donations and gifts are used for the purpose for which they were given.

### CASH DONATIONS GIVEN TO YOU AT SPEAKING ENGAGEMENTS

Volunteer speakers should not accept cash donations or offerings at church services. These should be given to the church treasurer to send on to Tearfund on behalf of the church.

If you are given cash by a supporter, the following rules should apply:

- If the church took an offering during the service which was 100 per cent for Tearfund, the cash should be put in the offering.
- If the church took an offering during the service which was split between Tearfund and something else, the speaker should give the cash to the church treasurer or church leader. Ideally, a receipt should be given to the speaker, so there is some documented proof. If no receipt is available, the speaker should send a follow-up email to the church thanking them for the engagement and referencing the cash, copying the Speaker Manager in.

### CHEQUES

If you are given a cheque, it is important you check that:

- The cheque is made out to Tearfund.
- The words describing the amount on "pay" lines matches the numbers in the "£" box.
- Today's date is used.

### CREDIT CARD INFORMATION

Please only accept credit card donations through the paper forms provided. These must be kept safe in the lockable boxes. Credit card details must not be stored on laptops, including spreadsheets/Google Docs, or sent by email.

*For more detailed guidance on cash handling, please see the Fundraising Regulator website at:*

*<https://www.fundraisingregulator.org.uk/20-0-handling-donations/>*

### SUPPORTER DETAILS COLLECTED AT YOUR SPEAKING ENGAGEMENTS

We will provide all of our speakers with a secure and lockable box. All speakers must take this box to their speaking engagements. When you are handed regular giving forms in a church, please check that the details are filled in correctly, and then place them into the lockable box. Keep them stored securely until you need to post them to Tearfund.

After the engagement, please return your speaker form and any regular giving forms you have collected to Tearfund as soon as you can, always within seven days, and in one batch. This will ensure we can process them and send confirmation to the new donors as quickly as possible. Please don't photograph forms or make copies of them.

Direct Debit forms or any forms with supporters' details on them should never be left unattended. Rather than taking down contact details to follow up on supporters' questions, suggest that the supporter emails [info@tearfund.org](mailto:info@tearfund.org) for the quickest response.

### DATA BREACHES

If you become aware that data may have been compromised, lost, stolen or accessed without permission, please notify Tearfund immediately. We have a responsibility to notify the Information Commissioner's Office within 72 hours so it's imperative that you let us know as soon as possible. You can do this by emailing [databreach@tearfund.org](mailto:databreach@tearfund.org) and copying in your Speaker Manager.

## SPEAKING ENGAGEMENT BOOKINGS

Speaker booking forms will be shared with you as 'view only' Google Docs. (Please contact the speaker team if you need any help with Google Docs.) It's really important that you do not copy, download or print this information unless absolutely necessary. If you ever do, please make sure you delete it afterwards.

You should not have any supporter information saved on personal devices such as mobile phones and computers. If you need this temporarily, for example a phone number in case you get lost on the way to your speaking engagement, please make sure you delete it afterwards.

Please delete emails between you and the church contact after the speaking engagement: from your inbox, sent box and trash. Please also check that your email account hasn't saved details in your contact list automatically.

Please ensure any personal accounts or devices that may contain supporter details are password-protected.

If a church contact is a pre-existing contact of yours (i.e. you already had their telephone number or email address) then you may continue to keep this information.



*Following Jesus where the need is greatest*

[www.tearfund.org](http://www.tearfund.org)

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