

Donor Rights and Transparency Statement

Originally Adopted: 14 April 2021

Last Updated: 14 July 2026

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1. Our commitment

No Hunger Initiatives, also known as No Hunger Food Bank (“No Hunger,” “we,” “us,” or “our”), value the trust of every person, organization, institution, and partner that supports our work.

We are committed to ethical fundraising, transparency, responsible stewardship of donations, donor privacy, and respectful communication. This Statement explains the rights donors may expect when giving to No Hunger Initiative.

2. Your rights as a donor

Every donor has the right:

To know our mission

To receive clear information about No Hunger Initiatives mission, programmes, and charitable work to reduce hunger, malnutrition, food insecurity, and food waste.

To know the purpose of a donation

To understand the purpose of which a donation is requested, including whether it supports a particular programme, appeal, campaign, emergency response, or No Hunger Initiatives' general charitable activities.

To responsible stewardship

To expect that No Hunger Initiatives will manage and use donated resources responsibly, honestly, and in good faith to advance its charitable mission.

To transparency

To request reasonable information about No Hunger Initiatives leadership, governance, programmes, fundraising activities, and stewardship of donations, subject to applicable law, privacy, confidentiality, safeguarding, security, and operational requirements.

To clear and truthful communication

To receive fundraising information that is clear, accurate, respectful, and not misleading, deceptive, coercive, threatening, or harassing.

To know who is fundraising

To know, where applicable, whether a person seeking a donation is an employee, volunteer, trustee, partner, contractor, or authorized representative of No Hunger.

To acknowledgement

To receive reasonable acknowledgement or confirmation of a completed donation, where the donor provides correct contact information, and the donation channel permits this.

To privacy and confidentiality

To have personal information and donation information treated with appropriate care, confidentiality, and security. No Hunger Initiatives will not sell, rent, or trade donor personal information for commercial purposes.

To choose public recognition or anonymity

A donor may choose to:

- Be publicly acknowledged by name
- Be acknowledged using an organization or business name
- Remain anonymous
- Decline all public acknowledgement
- Allow their name to be published but keep the donation amount private
- Allow both their name and donation amount to be published

To withdraw consent for recognition

To withdraw consent for future public recognition by contacting No Hunger Initiatives.

Where consent is withdrawn, No Hunger Initiatives will stop future use of the donor's information where reasonably possible. Withdrawal of consent may not apply to materials already printed, distributed, published, or shared before the request was received.

To control non-essential communications

To opt out of non-essential fundraising, promotional, or marketing communications from No Hunger Initiatives at any time.

To ask questions

To ask reasonable questions about No Hunger Initiatives, its programmes, fundraising activities, and use of donations, and to receive a respectful and timely response.

To donate freely

To make a donation voluntarily and without pressure, intimidation, harassment, misleading statements, or improper influence.

To raise a concern or complaint

To raise a concern, complaint, or report relating to a donation, fundraising activity, staff member, volunteer, representative, or programme of No Hunger Initiatives without retaliation.

3. Donor responsibilities

To support safe and transparent giving, donors are expected to:

- Provide accurate information when making a donation
- Use only payment methods they are authorized to use
- Review donation amounts, campaign information, and payment details before completing a donation
- Treat No Hunger Initiatives staff, volunteers, beneficiaries, and representatives with dignity and respect
- Notify No Hunger Initiatives promptly if they believe a transaction was made in error or without authorization
- Avoid making fraudulent, misleading, or improper donation claims

4. Donations and refunds

All donations to No Hunger Initiatives are voluntary charitable gifts. Donations are final and non-refundable, except in the limited circumstances stated in No Hunger Initiatives **Donation Refund Policy**, including verified unauthorized transactions, duplicate charges, or payment-processing errors.

5. Personal-data protection

No Hunger Initiatives processes donor information only for legitimate charitable, administrative, communication, security, compliance, and fundraising purposes.

Donors may contact us to:

- Request information about how their personal information is used
- Correct inaccurate personal information
- Update their contact details
- Change their communication preferences
- Withdraw consent for future public recognition
- Raise a privacy concern or complaint

6. Limitations

This Donor Rights and Transparency Statement reflects No Hunger Initiatives' commitment to ethical fundraising and donor respect.

It does not create a contractual right to a refund or unrestricted access to confidential, personal, financial, beneficiary, staff, volunteer, partner, safeguarding, or operational information.

No Hunger Initiatives may withhold information where disclosure could compromise privacy, safeguarding, security, legal obligations, contractual duties, investigations, or the dignity and safety of beneficiaries, staff, volunteers, donors, and partners.

7. Contact us

For questions, concerns, complaints, privacy requests, or requests to remain anonymous, contact:

No Hunger Initiatives

Email: [info@nohungerfoodbank.org]

8. Review of this Statement

No Hunger Initiatives may review and update this Donor Rights and Transparency Statement from time to time. The current version will be published on our official website and donation platforms.



Gbadebo Odularu, PhD
President & CEO



Aderonke Adedugbe
Communications Lead