

## **HELP LRSN TO HELP OTHERS BY DONATING BY TEXT**

### **How do supporters use Donr's Text Giving service?**

It's easy! Just text our keyword, LRSN, along with the numerical value for the amount you wish to donate. For example, if you'd like to donate £15, just text "LRSN 15" to 70085.

Donr, our text-to-give provider, allows supporters to donate every whole amount ranging from the value of £1 up to £20 (inclusive).

The keyword must be spelt correctly, and the value of the donation must be given in numerical digits, rather than spelled out with letters. You don't need to use a £ sign, the number will do on its own.

The text will cost the supporter the value of the donation plus one standard rate message.

### **What happened to the old text giving number?**

We were informed by JustGiving, who provided our text giving service that they would be withdrawing the service on 31 March 2019. The old number, 70070 now doesn't work, so please don't use it. We've moved our donate-by-text service to a Newcastle-based company, Donr, and so have a new number.

### **Does my mobile phone network provider support Donr text to donate?**

If you are texting-to-donate from a mobile device using one of the major UK Mobile Network Operators (Vodafone, O2, EE or Three) your donation should work.

Please note, however, that some Mobile Virtual Network Operators, such as Asda and Plusnet, do not currently support texts to shortcode numbers such as Donr's 70085, and that attempted texts to short code numbers from a mobile device using a network run by a Mobile Virtual Network Operator may well fail and the donation will not be registered.

Please check with your individual network provider if you have a query about their support of shortcodes.

### **Can I add Gift Aid to my donation?**

Gift Aid allows LRSN, as a charitable organisation in the UK with a registered charity number, to claim an extra 25p for every £1 you give, from the Government. It does not cost you, our



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supporters, anything on top of your original contribution amount. For instance, if you make a contribution of £10 and make a Gift Aid declaration while you're doing so, the organisation actually receives £12.50.

If you're donating via Donr's Text Giving service (you're texting LRSN to 70085), you'll have the option to make a Gift Aid declaration via a link we'll send in a text message, which will be triggered via your donation.

Only UK tax-payers can make a Gift Aid declaration. If you are a UK tax-payer, click the box to indicate you qualify to make a Gift Aid declaration when you complete the form on the link sent to you.

### **Will you use my contact details to get in touch with me again?**

No, your text-to-donate details won't be used to contact you again. However, if you would like us to stay in touch with you, you can click on the link in the follow-up email and tell us using that form, that we can contact you again. For full details of our privacy notices and how we use your data, please visit [www.lrsn.co.uk](http://www.lrsn.co.uk) and click on Privacy Notice.

### **What data does Donr collect from me?**

The data Donr collects from you will depend on how you make your donation. If you donate via credit or debit card (through the Donr.com website), these communications will be sent to your email address, if you donate via your mobile phone, using the text-to-give service, these communications will be sent to your phone via text message. When a supporter donates through a Donr fundraising page, they are given the chance to opt-in to marketing communications.

As a company, Donr does not send these marketing communications, but passes on the names, email addresses and phone numbers of those supporters who opt in so that partner organisations can do so. For more information, [please see Donr's privacy policy](#).

### **Why has 'Donr' appeared on my phone bill?**

Donr is a third-party company that operates a Text Giving service (supporters text a keyword to 70085 to make a donation to a charity). Donations made via these services are listed as payments made to 'Donr' or similar on your phone bill, rather than to the charity you made a donation to – don't worry though; your donation will go through to the charity you intended it to.



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If you find 'Donr' or similar on your phone bill, this is because you have made a donation to one of Donr's charity partners – either via Donr's Text Giving service or via a Regular Giving or Crowdfunding page that donr is hosting on behalf of one of our charity partners.

If you're still unsure why 'Donr' or similar has appeared on your phone bill, however, please do get in touch with us at [hello@donr.com](mailto:hello@donr.com) or call us on 0333 4444 111, and we'll attempt to assist you further.

Please allow up to one full working day for queries to be responded to.

### **Can I request a refund of my donation?**

If, for any reason, you would like to query a donation made to a charity via a Donr service that has appeared on your card or mobile bill, please get in touch with us at <mailto:hello@donr.com> or 0333 4444 111 and we'll do our best to assist you.

If you'd like a donation refunded, please get in touch with us via the same contact details and we can advise on next steps – depending on how quickly you request a refund after the donation has been made, we may be able to refund you ourselves or we can refer you to the charity to which the donation has been made – they may be able to help you further.