



Hygiene Hub

Hygiene Hub Donor Charter

Introduction

Hygiene Hub Company Limited by Guarantee (“Hygiene Hub”) is a grass-roots, people-powered charity working to end hygiene poverty across Ireland by freely providing hygiene, personal care and household cleaning items to those who need them. We are compassionate, collaborative and rooted in community. We believe that being clean is a right, not a privilege and yet many in Ireland cannot afford the everyday essential hygiene items most of us take for granted. We are a network of supporters, volunteers and partners working towards a simple mission: to tackle hygiene poverty across Ireland.

Purpose

The purpose of this policy is to set out the procedures for engaging with and informing donors to hygiene hub and complying with the Guidelines for Charitable Organisations on Fundraising from the Public:

Scope

This policy applies to all volunteers, employees and trustees of Hygiene Hub, as well as members of the public who interact with Hygiene Hub or its services.

As a charity seeking donations from the public, Hygiene Hub aims to comply with the Guidelines for Charitable Organisations on Fundraising from the Public: [Guidelines](#)

Our pledge is to treat all our donors with respect, honesty and openness.

We commit to being accountable and transparent so that donors and prospective donors can have full confidence in Hygiene Hub.

We promise we will effectively apply your gifts to us for their intended purposes. We commit that you, our donors and prospective donors will:

- Be informed of Hygiene Hub's mission, and of the way Hygiene Hub intends to use donated resources.

- Be informed of the identity of those serving on Hygiene Hub's governing board, and that the board will exercise prudent judgement in its stewardship responsibilities.
- Have access to Hygiene Hub's most recent financial statements.
- Be assured your gifts will be used for the purposes for which they were given and receive appropriate acknowledgement and recognition.
- Be assured that information about your donation is handled with respect and with confidentiality to the extent provided by law.
- Expect that all relationships with individuals representing the charity will be dealt with professionally.
- Be informed whether those seeking donations are volunteers, employees of Hygiene Hub or hired third party agents.
- Have easily available the agreed procedures for making and responding to complaints.
- Have the opportunity for any names to be deleted from mailing lists and to be informed if Hygiene Hub intends to share the mailing lists with third parties.
- Receive prompt, truthful and forthright answers to questions you might have of us.

What to do if you have feedback

If you do have a comment about any aspect of our work, you can contact Hygiene Hub in writing or by telephone. In the first instance, your comment will be dealt with by our Head of Finance and Operations, Sorcha Killian. Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details.

Write to:

Head of Finance and Operations
Hygiene Hub
30 Merrion Square North
Dublin 2
D02 VE40

Tel: +353 83 314 3844

Email: sorcha.killian@hygienehub.ie

We are open 5 days a week from 9.00 am to 5.30 pm, and closed between 1.00 pm and 2.00pm each day.

Revision history and next review

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Version:	1
Approved by, Date:	28/07/2026

Signed:**Chair of the Board**