



DONOR CHARTER

At the University of Saint Joseph, the desire to make a difference informs everything we do, but we go beyond good intentions, we make an impact, both locally and internationally. Philanthropy lies at the very heart of this success. We are very grateful to all our donors for their generous support. We have welcomed gifts/donations, both large and small, since our creation in 1996 and have used them to help to maintain our place as a world-class higher education institution by supporting programs and activities that foster academic freedom, accountability and integrity excellence in education and research, critical enquiry and debate, and positive community engagement with the University.

This charter underpins our promise to fundraise in an ethical and compliant manner that promotes public confidence and protects University and donor interests. We are deeply grateful to all our donors for their support and strive to ensure every journey with us in philanthropy is a positive and rewarding experience.

1. THE UNIVERSITY RESPONSIBILITIES:

- 1.1. To ensure that donors and prospective donors have full confidence in the University of Saint Joseph and the causes they are asked to support, the University shall:
 - i. treat donors in a fair, transparent, accurate and honest manner in accordance with all applicable laws and the professional code of fundraising ethics and good practice;
 - ii. at all times respect a donor's rights to privacy;
 - iii. keep any and all donor information confidential to the greatest extent possible;
 - iv. acknowledge all gifts/donations promptly;
 - v. respect and fully comply with all the donor's rights outlined in this 'Donor Charter';
 - vi. not sell any part of our donor lists or information;
 - vii. use all gifts/donations to support the objects of the University, for the public benefit, to promote education of a university standard and the advancement of knowledge and learning by teaching and research; and to encourage the achievement and maintenance of the highest academic standards;
 - viii. use unrestricted gifts/donations to support the University's greatest need;
 - ix. inform donors of the way we intend to use donated resources and of our commitment to use gifts/donations effectively for their intended purposes;
 - x. actively and positively provide relevant information on the University, and the use of, and progress with, the gifts/donations;
 - xi. discuss with donors, or their representatives, alternative uses for their gifts/donations, should circumstances render the University unable to direct the gifts/donations to the purpose originally intended;
 - xii. conduct our financial affairs in a responsible manner, consistent with ethical obligations and the legal requirements;
 - xiii. respond within 30 days to a complaint by a donor or prospective donor about any matter relating to the University's fundraising;



- xiv. reserve the right to decline gifts/donations where acceptance would compromise the University's fundamental principles, including that of academic freedom. in accordance with its 'Gift and Donation Acceptance Policy.'

2. DONOR'S RIGHTS

2.1 Donors have the right to:

- i. be informed of the University's mission, of the way in which the University intends to use donated resources, and of its capacity to use gifts/donations effectively for their intended purpose;
- ii. be informed of the impact of their philanthropy and the University's evolving needs and priorities;
- iii. be assured that their gifts/donations will be used for the purposes for which they are given, and where the gifts/donations are undesignated, to be assured that the gifts/donations will be used for such purposes as the University thinks will best advance its academic priorities;
- iv. receive prompt acknowledgement and appropriate recognition (in consultation with the donor) for their gifts/donations, and, if requested, to have their anonymity respected;
- v. expect that all relationships with individuals representing the University will be professional in nature;
- vi. be informed of the University's Governance and Management structures;
- vii. require the University to update or correct any inaccurate personal data;
- viii. alter their preferences with regard to what information they consent to being displayed on the Donor Wall or published on our website/publications at any time;
- ix. request a copy of all personal information held by the University relating to themselves;
- x. confirmation of the University's exempt educational charitable status.

3. HOW GIFTS/DONATIONS WILL BE USED

3.1 The University will use gifts/donations to support:

- i. the promotion of academia and learning for students, staff and the general public through: bursaries, scholarships, travel grants, essay prizes and special lectures;
- ii. the promotion of research in science, the humanities and the arts, by providing funding for such things as stipends, equipment, and support in publication costs;
- iii. investment in services and facilities, including libraries, art galleries and other university buildings;
- iv. the promotion of student welfare directly through hardship funds designed to help those who most need support.

3.2 Where a gift/donation is given with an expressed preference for how the gift/donation is to be used, the University will use all possible endeavors to carry out such wishes.

3.3 Where there is no designation, gifts/donations will be used at the University's discretion to promote our mission and objectives.

3.4 Where the donor restricts the application of their gift/donation, the University will apply the gift to the purpose originally stated (subject to the right of the University to decline the gift/donation). However,



the objects of the University may change over time. Should this happen, the University will seek an alternative use for the gift/donation through the appropriate bodies, and in line with the relevant legislation while at all times taking account of the donor's original wishes.

4. DONOR RECOGNITION

4.1 The generosity of our donors has contributed to the University's exceptional growth in the years since its founding. Each gift/donation has been an invaluable support in building and sustaining the University's vision, mission and impact.

It is our obligation and honor to acknowledge the support of each donor in our circle of giving. At the University, each and every gift/donation, big or small is well received and deeply appreciated. Donor recognition comes in many forms, including but not limited to, commemorative plaques, dedication ceremonies, photo albums, acknowledgment letters, annual reports, tribute walls, naming of facilities, etc. In all cases, each gift/donation is treated as a special and valued gift and donor recognition is always of a fitting and agreed upon manner.

i. Annual Donor Report

The University USJ Annual Donor Report recognizes donors who give to the University and provides a comprehensive description of donations for each fiscal year.

ii. Scholarships and fellowships

The University will hold a special ceremony where the donor receive acknowledgement letters and where appropriate, individual students personally thanks the donor and explain the importance of the financial aid which they have received.

iii. Donor Wall

A permanent donor recognition of all those who contribute one-time gifts to the University will be exhibited in the donor wall. The different plaques sizes relate with the giving levels as stated in the 'Naming Policy'.

iv. Naming of Tangible Assets

To honor the University's most generous supporters and acknowledge the commitment and leadership of our major donors, the University offers naming opportunities of tangible assets (buildings, physical spaces or equipment, etc.). A commemorative plaque or name, etc., will be featured in a prominent location near the entrance of the named site, or any other appropriate location, becoming a permanent fixture and mark of recognition.

v. The Fellow of the Chancellor's Court of Benefactors of the University

The distinctive donor recognition "The Fellow of the Chancellor's Court of Benefactors of the University" has been established to honor the University's most generous donors and supporters who demonstrates significant and long-term commitment to the University.

5. DATA PROTECTION

5.1 The University will manage donor's personal data in accordance with the Legislation in Macau Personal Data Protection Act (PDPA) Law No. 8/2005 and our Data Protection Policy. The University will not



process your personal data for any other purpose than the administration of your donation, unless we are obliged or permitted by law to disclose it.

6. COMPLAINTS PROCEDURE

6.1 The relationship we have with the University's donors, alumni, friends and supporters is extremely important to us. We aim to provide a service of the highest quality, as we fundraise, keep you informed about the University and let you know about the benefits and services that are available to you.

6.2 In the unlikely event that our services may fall short of your expectations and you may wish to lodge a complaint, please call the Advancement Office at +853 28725517, email us at advancementoffice@usj.edu.mo or write to us directly at administrator@usj.edu.mo or Administrator Office, the University of Saint Joseph, Estrada Marginal da Ilha Verde 14-17, Macau, China.

6.3 Upon receiving your complaint, the following procedure will apply:

Stage 1: We will acknowledge your complaint within 5 working days of receiving it. Please note that the University is closed during Christmas, Chinese New Year and Easter periods. We will try to resolve your complaint on first contact with you. However, if the issues you raise are complex or require further investigation it may take up to 15 working days for us to respond. We will keep you informed throughout this process.

Stage 2: If you are not satisfied with our response (the Stage 2 complaint must be received within 60 working days after the Stage 1 response was received), your complaint will be acknowledged within 5 working days, and you can request your complaint be reviewed by the Executive Council who will respond to you within 30 working days.

If you would like to discuss any aspect of the Donor Charter or other matters concerning our fundraising activities, please contact the Advancement Office at +853 28725517, email us at advancementoffice@usj.edu.mo or visit us at the University of Saint Joseph, Estrada Marginal da Ilha Verde 14-17, Macau, China.

Note: *The right to interpret the provisions hereof rests with the Executive Council of the University.*

Author: Administrator

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