

## FONWAA LOTTERIES

### Professional Fundraiser FAQ's

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**Question: Do you use professional fundraisers to promote your Lift Off Lotto?**

*Answer: Friends of North West Air Ambulance Lottery has a team of professional fundraisers who are based at a private site or go door-to-door asking if residents would like to support the Friends of North West Air Ambulance by setting up a direct debit to play our Lift Off Lotto.*

*Our Lift off Lotto generates significant income for the charity and without this funding we wouldn't be able to offer the services we currently provide now and in the future.*

**Question: Do you work with an agency to manage your door to door or private site activity?**

*Answer: Yes. This enables us to speak to many more supporters than we can ourselves, so we can raise much need funds to ensure we bring the best possible emergency medical care to patients when they need it most.*

**Question: Are your door to door and private site professional fundraisers paid?**

*Answer: Yes, they are professionally trained and paid to work for us.*

**Question: How can I tell if the professional fundraiser is genuine and are working for FONWAA?**

*Answer: Our fundraisers wear a photo ID badge with our logo on it. Always ask to see the fundraiser's ID badge and feel free to take a note of the number. If you have any concerns, call us on **0800 587 4570** or email [lottery@nwaa.net](mailto:lottery@nwaa.net)*

**Question: I would like to make a complaint about one of your professional fundraisers – who do I contact?**

*Answer: You can call us on **0800 587 4570** during office hours (9am – 5pm, Monday – Friday), email us at [lottery@nwaa.net](mailto:lottery@nwaa.net). If you are making a complaint about one of our door-to-door fundraisers, please provide as much detail about the incident as possible including, the date and time, location and the ID badge number of the canvasser, if possible.*

**Question: How do you ensure the security of my personal data if I sign-up to play your Lift Off Lotto?**

*Answer: To ensure compliance with GDPR (the Data Protection Act 2018), all our fundraisers use handheld devices. These tablets capture your personal information should you choose to support us through our Lift Off Lotto. They do not store any personal data. All the information collected is securely transferred to a database once the submission button has been pressed. Should a tablet be lost or stolen, your personal information will not be accessible through the device.*

**Question: What safety measures have you introduced?**

*Answer: All our professional fundraisers are equipped with PPE such as face masks/shields, disposable gloves and hand sanitiser. They will also carry a mobile device and will be wearing an XL ID badge at all times.*

*Our professional fundraising agency will conduct a comprehensive risk assessment on a weekly basis until such time as the all clear is declared by the UK Government.*

*If you have any questions or concerns, please contact our Supporter Engagement team on **0800 587 4570** or email [lottery@nwaa.net](mailto:lottery@nwaa.net)*