



## **Code of Conduct 2017**

We are proud to give our members, supporters and the public this assurance:

- We never sell or share our members or supporters' details with any other organisations. Your details are only used by NWT and those delivering a service for us such as packing your Tern mailings
- We never buy lists of names from any other organisations
- All our application and donation forms include tick boxes to enable you to stay in control of whether or not we can send you additional information (information other than your regular Tern mailings and membership cards)
- We do not telephone existing members for marketing purposes only to check details such as your postal address or payment details. If you tell us not to call again this will be permanently honoured.
- Lapsed members: if you contact us to resign your membership, you will not hear from us again. We only contact members who have lapsed without letting us know they intended to do so with no continued personal contact thereafter if you do not wish to re-join.
- If at any time we run a non-personalised local mailing (to a postcode area) it is not possible to remove individual addresses from the distribution, and so you may still receive an item of mail from us under these circumstances.

We will always endeavour to respect your wishes where we can. Please do not hesitate to contact us with any changes you wish to be made to your details and/or our means of contact:

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