

# Charity Participation Standards

The specific obligations your organization accepts when registering on DonorSelect.

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*By registering your organization on DonorSelect and accepting your Verified 501(c)(3) badge, you agree to the standards set out in this document. These standards are binding for the duration of your participation on the platform.*

## 1. Eligibility and verification

- 1.1 Your organization must maintain active 501(c)(3) tax-exempt status throughout your participation. Loss of active status results in immediate suspension of new donations.
- 1.2 Your EIN must match your organization's registered legal name in the IRS Tax Exempt Organization Search at all times.
- 1.3 You must notify DonorSelect within 5 business days of any change to your tax-exempt status, organizational structure, or key leadership that may affect your eligibility.
- 1.4 DonorSelect performs annual re-verification of all charity accounts. You agree to cooperate with re-verification requests and respond within the timeframes specified.

## 2. The fulfillment commitment

- 2.1 When you publish an item on a needs list, you make a binding commitment: if that item is funded, it will be delivered to the stated recipient or purpose and fulfillment will be confirmed on the platform within 30 days of the funding date.
- 2.2 You understand that FoodFund Foundation holds all designated donor funds and will not disburse until your fulfillment confirmation is received. You have no access to designated funds for unfulfilled items.
- 2.3 For vendor-fulfilled items, you must cooperate with assigned vendors, respond to escalations within 5 business days, and confirm or formally dispute vendor fulfillment confirmations within 5 business days of submission.
- 2.4 Failure to fulfill a funded item within 30 days triggers an automatic donor notification offering a refund, redirect, or continued wait. You are responsible for the consequences of systematic non-fulfillment, including compliance review and suspension.
- 2.5 A valid fulfillment confirmation must include: the staff member's name, a confirmation timestamp, brief delivery notes, and — where practical — a delivery photo. Fulfillment records are permanent and cannot be deleted.

### 3. No silent substitutions

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3.1 You may not substitute a different item for the one a donor funded without first flagging the item on the platform and receiving the donor's explicit approval.

3.2 Proposed substitutions must be materially equivalent to the original item. You must describe the substitute item to the donor before requesting approval.

3.3 If a donor does not respond to a substitution request within 21 days, the gift may be redirected to your organization's general designated fund. It may not be used for administrative overhead or purposes unrelated to your stated charitable mission.

### 4. Recipient dignity standards

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4.1 All items published on DonorSelect must comply with the recipient privacy standards in the DonorSelect Platform Trust & Policy Guide.

4.2 Items may reference first names or anonymized identifiers only. Full names, surnames, exact addresses, school names, and any information that could locate or identify a recipient are prohibited.

4.3 Photos of minors are prohibited under any circumstances, with or without consent.

4.4 Photos of adult recipients may only be included with documented written consent retained by your organization. DonorSelect may request evidence of consent at any time.

4.5 By publishing any item that references a specific person, you certify that the individual (or their legal guardian) has been informed that their first name and general circumstances will appear on a public fundraising platform, and has consented to that use.

4.6 Items may not frame recipients as symbols of failure or helplessness. Content must describe the need and the person with dignity.

### 5. Accurate representation

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5.1 All items must accurately describe the need, the recipient context, and the price. Inflated pricing, duplicate listings, and fabricated or misrepresented recipient stories are prohibited.

5.2 All fulfillment confirmations must accurately reflect genuine delivery. Confirming fulfillment for an item that has not been genuinely delivered constitutes fraud and is grounds for immediate permanent revocation and referral to appropriate authorities.

### 6. Account and staff standards

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6.1 You must maintain at least one active staff contact with authority to create items, log fulfillment, and respond to donor and platform inquiries.

6.2 You must respond to platform compliance communications within 10 business days. Failure to respond is itself grounds for suspension.

6.3 You are responsible for the conduct of all staff members operating under your account. Staff violations are treated as organizational violations.

### 7. Suspension and revocation

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7.1 Suspension — DonorSelect may suspend your verified status immediately when: (a) IRS records show revoked or auto-revoked status; (b) a credible complaint triggers a material review; (c)

three or more funded items are unfulfilled within any 90-day period; or (d) you fail to respond to a compliance communication within 10 business days.

7.2 During suspension: new donations are paused; donors with unfulfilled items are notified and offered refunds; existing funded items may continue toward fulfillment at DonorSelect's discretion.

7.3 Revocation — Verification is permanently revoked for: (a) confirmed 501(c)(3) revocation by the IRS; (b) misrepresentation of recipients, items, or fulfillment; (c) confirmed fraud or fund misappropriation.

7.4 Upon revocation: all donor funds held for your organization are returned to donors; your organization may not re-register under the same EIN.

*DonorSelect's verification does not constitute an endorsement of your programs, leadership, or financial management. It confirms legal status and your agreement to operate within these standards.*

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*These standards are a summary of your specific obligations. For full platform policies — how funds flow, fee disclosure, and donor expectations — refer to the DonorSelect Platform Trust & Policy Guide at [donorselect.org/docs](https://donorselect.org/docs).*