

### **Who can become a member?**

We currently offer memberships for adults aged 18 and over. Sadly, we do not currently offer membership to under 18s.

If you are under 18 and wish to become a member, please ask a parent or guardian to complete the online or postal form on your behalf.

### **Can I buy membership for someone else as a gift?**

We do not currently offer memberships as a gift.

### **What is the difference between becoming a member and professional membership?**

If you support patients with diabetes or are involved in diabetes research, you may be interested in our professional membership.

[www.diabetes.org.uk/membership](http://www.diabetes.org.uk/membership)

### **How do I become a member?**

Becoming a member is easy you can sign up online at:

[https://www.diabetes.org.uk/how\\_we\\_help/membership](https://www.diabetes.org.uk/how_we_help/membership)

You can also join by calling our Helpline 0345 123 2399\* who can set up your membership over the phone, or they can post out a membership pack to you in the post.

## **Who do I contact if I have any questions about my membership?**

You can contact our Helpline by calling 0345 123 2399\*. The helpline is open Monday to Friday 9am to 6pm.

You can contact them by email: [helpline@diabetes.org.uk](mailto:helpline@diabetes.org.uk)

And by post: to Supporter Care, Diabetes UK, Wells Lawrence House, 126 Back Church Lane, London E1 1FH.

## **How can I pay for membership?**

Membership costs £36 per year. You can choose to pay in instalments if paying by Direct Debit, or if you would like to pay annually we can accept payment by Direct Debit, Cheque, and by Debit or Credit Cards.

Becoming a member is easy you can sign up online at:

[https://www.diabetes.org.uk/how\\_we\\_help/membership](https://www.diabetes.org.uk/how_we_help/membership).

## **How do I make a top-up donation?**

If you would like to make an additional donation with your membership, you can do so when you sign up. You can add any amount that you wish with your £36 membership payment, either monthly or annually.

## **How long does membership last?**

Your membership lasts for a year from the date you join.

## **How do I renew my membership?**

When it is time for your membership to be renewed, we will write to let you know. You are under no obligation to renew. If you don't get a chance to respond to the renewal letter, we will send you a reminder letter as well. However, if we do not hear from you after the reminder letter has been sent, we will cancel your membership and associated benefits.

## **What do I get for my membership?**

- Balance magazine, sent direct to your door four times a year, packed full of news and technology features, healthy living advice, recipes, exercise tips and members' stories, all designed to help you or someone you care for live better with diabetes day in, day out.
- Members' monthly email, full of the latest diabetes insight, tips and advice.
- Research alerts, to help ensure you are the first to hear about breakthroughs in research and new treatments.
- Regular discounts for our [online shop](#) and from selected partners.

## **How do I find out about special offers?**

Sign up for the members' monthly emails when you join and receive regular offers exclusive for members from the Diabetes UK online shop and special selected partners.

If you're not receiving these emails, contact our helpline to subscribe.

## **When will the membership pack arrive?**

Every new member will receive a membership pack.

The pack will be sent to you at the address you provided when you joined and should arrive in approximately fourteen working days.

## **Can people living overseas join Diabetes UK as a member?**

People living outside the UK are welcome to join Diabetes UK as members. However, payment must be made in pounds sterling. Membership packs will be despatched as normal but delivery times will vary depending upon the destination.

## **If I live overseas, will I still get all of the benefits?**

Yes, you will still receive all of the benefits. Your Welcome Pack and Balance magazine may take a little longer to be delivered though.

## **How do I cancel my membership?**

You can cancel your membership at any time, by contacting the Customer Care Centre on 0345 123 2399\*, or by writing to us at: Supporter Care, Diabetes UK, Wells Lawrence House, 126 Back Church Lane, London E1 1FH.

## **What will you do with my personal information?**

We use the data you provide to us and the data we collect about you from other sources for the following purposes:

- To provide you with the services, information and products you request.
- To provide you with information about campaigning, fundraising, research, volunteering and other ways you can support our charitable mission.
- To process your application for a research grant.
- For administration purposes, including processing donations (including Gift Aid processing), quality and compliance monitoring and staff training.
- To monitor and improve the performance of our website.
- To provide interactive services to you on our website.
- To analyse and improve the services, products and information we offer and the campaigns and appeals we produce.
- To keep a record of your interactions with us.
- To better understand our supporters needs, wishes and interests.
- To tailor relevant information about us to you when you leave our site and go to other websites.
- To deliver information we believe will be relevant and interesting to other people with similar interests and characteristics to you.

**You can read more about our privacy policy online**

[https://www.diabetes.org.uk/about\\_us/legal-information/privacy-policy](https://www.diabetes.org.uk/about_us/legal-information/privacy-policy)

\*Calls to 0345 numbers cost no more than calls to geographic (01 and 02) numbers and must be included in inclusive minutes on mobile phones and discount schemes. Calls from landlines are typically charged between 2p and 10p per minute while calls from mobiles typically cost between 10p and 40p per minute. Calls from landlines and mobiles to 0345 numbers are included in free call packages.

Calls may be recorded for quality and training purposes. If a Diabetes UK member of staff or volunteer has concerns about your own or someone else's safety and well-being, the concern may be reported to the [Diabetes UK Safeguarding Team](#) and external safeguarding authorities.