

SPECIFIC TERMS OF USE FOR REGISTERED CHARITIES, ORGANISATIONS AND GROUPDUPS

1. These Terms apply to all Singapore registered charities, organisations, and groups that set up a giving.sg account ("Applicant"), in addition to the General Terms of Use. Please note that should there be any conflict between these Terms and conditions and the General Terms of Use, then the General Terms of Use shall prevail to the extent of such conflict.
2. NVPC may, in its sole and absolute discretion, approve or reject an application for a giving.sg account, remove any posts and terminate a giving.sg account. Applicants shall furnish all required information via giving.sg directly and shall also submit the following forms where applicable:
 - a. Registered charities shall submit a [Direct Credit Authorisation Form](#).
 - b. Other registered organisations including government bodies, educational institutions, companies, registered societies, and associations shall submit a [Letter of Authorisation](#).
 - c. Ground-up groups shall submit an [Interview Form](#).
3. Any information provided by the Applicant on giving.sg may be reproduced, modified, or displayed in whole or in part by NVPC on any other platform, app, or website owned, operated, or licensed by NVPC, for purposes of promoting volunteerism and philanthropy.
4. The Applicant will:
 - a. Use giving.sg solely for the following purposes:
 - i. If it is an organisation or group without registered charity status in Singapore:
 - to recruit volunteers for volunteering activities
 - to raise funds for a registered charity or an Institution of a Public Character ("IPC") only;
 - ii. If it is either a registered charity or an IPC:
 - to raise funds
 - to recruit volunteers for volunteering activities;
 - iii. If it is a groundup:
 - to recruit volunteers for volunteering activities
 - to raise funds for a registered charity or an IPC only.
 - b. Be responsible for a bank account in Singapore to receive online donations;
 - c. Thank donors and/or acknowledge donations received, where donor information has been provided;
 - d. Where Applicant is an IPC, issue tax-deductible receipts for donations made by donors if requested by donors and submit donors' particulars to IRAS for tax deduction; and
 - e. Applicant shall inform NVPC immediately in writing if there are changes to the former's charity and/or IPC status;

5. NVPC has obtained the consent of donors/volunteers to disclose their Personal Data to the Applicants only to allow the Applicants to process and administer the donation or volunteer activity. Applicants shall not use such Personal Data for any other purpose (including without limitation, sending marketing materials to the donors/volunteers) without first seeking express consent from the donors/volunteers.

PAYMENTS

6. Registered charities shall pay the following except where waived by NVPC:
 - a. Transaction fee: 1.8% of donations received; plus prevailing GST on transaction fee.
7. NVPC shall disburse donations received less all relevant transaction fees to registered charities weekly and the charity shall notify NVPC in writing of any error or omission within 14 calendar days of the disbursement date, failing which NVPC's record of donations received shall be final and binding on the charity.
8. All donations received through fundraising campaigns will be disbursed to the relevant beneficiary charity regardless of whether the campaign has met, failed to meet, or exceeded its fundraising target.

Last Updated: September 2025