

# Frequently Asked Questions

- **Who are the intended users of Impact Footprint?**

Impact Footprint was designed to serve non-profits and donors.

The initial focus is on small and medium-sized non-profits in national jurisdictions that are less well-regulated such as sub-Saharan Africa, South Asia and the Middle East. We believe, however, that Impact Footprint offers value to all non-profits.

- **Is there a charge for using Impact Footprint?**

No. Impact Footprint is a public good currently available free of charge for anyone, anywhere. We intend to keep Impact Footprint free for non-profits in the future.

- **Who owns and manages Impact Footprint?**

Impact Footprint is owned and managed by Insaan Group. Insaan means human. Founded in 2007 and registered as a charity in the United States, Insaan is a philanthropic entity that invests in solutions to poverty and brings systemic change through innovation.

Learn more about Insaan and our team [here](#).

- **How is Impact Footprint funded?**

Impact Footprint was launched with the generous support of a Canadian impact investor and philanthropist, in close collaboration with a private giving foundation, and a partnership with Charities Aid Foundation (CAF) Canada.

We are currently exploring financial models to ensure the sustainability of Impact Footprint in the long-term.

- **Is Impact Footprint available in languages other than English?**

Impact Footprint is only available in English at the moment. We are hoping to develop multilingual capabilities in the future.

Should you need help creating a profile for your organisation, please contact: [support@impactfootprint.app](mailto:support@impactfootprint.app).

- **I submitted a profile for my organisation but it is not showing up on the website. Why?**

We verify that organisations submitting a profile are real entities before publication. We aim to verify submissions within five working days. If you can't see your profile on Impact Footprint after this delay, please contact us at: [support@impactfootprint.app](mailto:support@impactfootprint.app).

- **What if I want to edit or delete my organisation's Impact Footprint profile?**

You may make changes or additions to your organisation's Impact Footprint profile at any time. Just log in to your account, go in 'My Organisation' and click 'Edit'.

To unpublish or delete your organisation's profile, click on 'Unpublish' or 'Delete', respectively.

- **Can I download a copy of my Impact Footprint profile?**

Not at the moment. We are hoping to offer an option to download Impact Footprint profiles in the future.

- **How do I know organisations registered on Impact Footprint are real?**

We verify all new organisations on Impact Footprint before publishing their profile and check that they are legally registered using available public information.

Please note we do not verify, vet, or approve data reported in an organisation's profile. We do however encourage organisations to share supporting evidence for the data they report, such as links to independent evaluation reports or audited financial statements. We advise donors to conduct their own due diligence building on this information before committing or disbursing funding.

- **What if I see an organisation that is not real?**

If you suspect or know that an organisation registered on Impact Footprint is not real, please let us know as soon as possible by contacting: [support@impactfootprint.app](mailto:support@impactfootprint.app)

- **Why is there no rating for non-profits on Impact Footprint?**

We think rating is subjective, and therefore made a decision not to evaluate non-profits on Impact Footprint on behalf of our users or end-users.

- **Can you recommend charities for donations?**

We do not recommend charities for donations. We are keen for users to explore and discover non-profits registered on Impact Footprint themselves.

- **Can I fundraise or donate directly on Impact Footprint?**

Impact Footprint is not a fundraising platform and users cannot fundraise or donate directly through this website. Non-profits can however use their organisational profiles to share information about their fundraising needs and/or campaigns. Donors can get in touch with non-profits they are interested in funding using the contact information on their organisational profile.

- **I donated to an organisation registered on Impact Footprint and am now having issues with them. What can you do?**

Insaan Group is not responsible for donations made to organisations registered on Impact Footprint.

- I would like to partner with Impact Footprint?

We are always keen to explore new opportunities for collaboration. Our current strategic partnerships are focused on three types of actors:

- Giving platforms and donor networks
- Global non-profit networks
- Research, academic and thought leaders with a focus on impact

Get in touch to discuss: [farahnaz@insaangroup.org](mailto:farahnaz@insaangroup.org)

- I would like to partner with Impact Footprint?

Please contact us at: [support@impactfootprint.app](mailto:support@impactfootprint.app)

