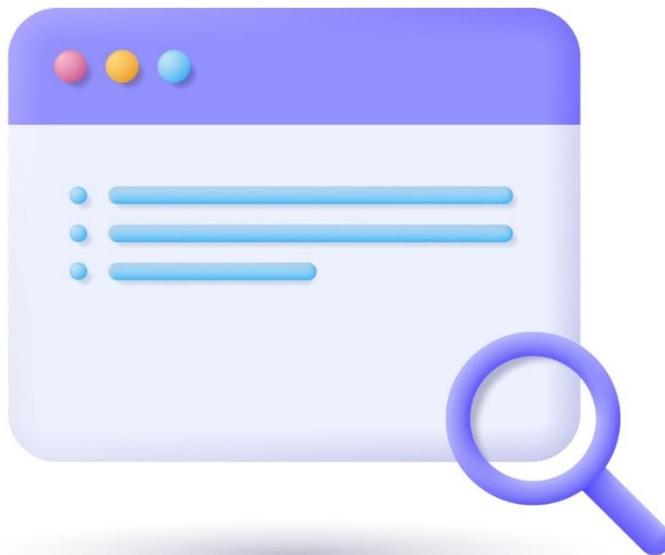


Version	Author	Date approved
2.0	PRO	10 February 2026



Using and updating the register of charities.

Guide 2: Changing charity details



If you need any help to access this guide please email admin@charitycommissionni.org.uk and tell us what format you need so we can consider how to help you.

Contents

About this guide	3
Updating the register of charities.....	3
How to update your charity’s entry on the register	5
Informing the Commission of changes that the charity cannot update on the register	12
Appendix 1:	13
Freedom of information and data protection.....	14
More information	15

About this guide

This guide has been produced to help charity trustees, representatives or agents ensure that their charity's entry on the [*register of charities*](#) is kept up to date and is accurate.

Updating the register of charities

Information on the register is collected during the registration process and from the annual reporting returns (AMRs).

The register can influence public trust and confidence in charities and the Commission. Information about each charity on the register must be as accurate and up to date as possible. The Charities Act (Northern Ireland) 2008 (the Charities Act) places a responsibility on the Commission to provide an open register for the public. The accuracy of the register depends on charity trustees keeping it up to date. For example it may be used by banks to verify who the charity trustees are, if these do not match what is on the charity bank account the bank may close the account without notice.

The Commission's responsibility for the register of charities

The Commission creates the register using information provided by charity trustees, at first, during the registration application process. The information collected at this stage focusses on confirming that the organisation has exclusively charitable purposes, is governed by the law of Northern Ireland and operates for the public benefit. To enhance transparency, the names of the charity's trustees are published unless there are significant reasons not to do so. Contact details, including postal, email and website addresses for the charity, but not for the individual trustees, are also published.

During registration each charity's purposes are grouped under one or more of 12 descriptions provided in the Charities Act, for example, the advancement of education. These classifications are intended to make it easier for potential donors and other interested parties to find a particular charity on the *register of charities*.

This classification is published on the register with information on:

- what type of governing document the charity is using
- where the charity operates
- how much income the charity has
- the activities it carries out to achieve its purposes.

Together this information provides a comprehensive snapshot of the charity at the point of registration. This view is updated at least once a year when the registered charity begins to submit annual accounts and reports to the Commission.

To ensure that the greatest number of people have access to the register it is published on the Commission's website. In this way the register can be accessed by anyone, anywhere in the world.

Charity trustees' responsibility for the register of charities

The Charities Act places a duty on charity trustees to ensure that their entry on the register is accurate. The Commission facilitates this by giving charity trustees or their agents access to online services, through which they can update certain information concerning their charity. The Commission may also use this information to send reminders to the charity trustees of the deadline date for the submission of their annual monitoring return. We can also issue alerts, raise awareness of risks to charities or to undertake research, for example, to gain views on Commission processes and guidance.

The accuracy of entries on the register is maintained via updates which charity trustees can make when changes occur, for example after an AGM, when submitting their AMR, accounts and reports or at any time during the year.

While updating details of their entry on the *register of charities* ensures that charity trustees are complying with the law, there are other important reasons for doing so, which include:

- ensuring that details supplied on funding applications match those on the register
- keeping stakeholders, beneficiaries and funders up to date with changes in the charity

- attracting new volunteers and demonstrating to them and potential donors that a charity is open, accountable and meeting its legal obligations in relation to charity law
- ensuring the Commission has the correct contact details to which it can send annual monitoring return reminders and other regulatory alerts and correspondence
- avoiding concerns being raised by funders or members of the public who notice discrepancies in a charity's details as they appear on the register and in other places, such as Companies House.
- addressing the concerns of banks that when they cross check account and mandate holders for charities the details on the register are not different from those they hold.

Some changes which a charity may decide to make, for example, to its purposes, require the Commission's consent and will be updated on the register by the Commission if the changes are approved. There is a different process for charitable companies see [Consents for charitable companies](#) guidance.

Appendix 1 has a list of changes that can be made by charity trustees to their entry on the register and which changes can only be made by the Commission.

How to update your charity's entry on the register

After a charity is registered, its details will need to be checked and updated on the register from time to time. This is particularly important if your charity trustees change, or someone is no longer acting as a charity trustee. Updating this information as soon as possible not only keeps the register of charities up to date but also helps the charity fulfil its data protection duties under the UK General Data Protection Regulation.

The main areas that will need updated are:

- names of charity trustees, address and telephone numbers
- charity contact details
- email addresses for Commission use and for public display
- your charity's website address
- where your charity operates
- who does your charity help
- description of activities.

The screenshots below will show you how to update the list of your charity trustees by adding or removing charity trustees. This example will help you follow similar steps to make any of the other changes listed above.

Logging on to update your charity details

Step 1: Go to the homepage of the Commission's website and click on Online services for charities as shown in Figure 1 below:

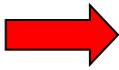


Step 2: On this page you will find a template trustee declaration form. Those standing to be elected as charity trustees can sign this form to declare that they are not disqualified from acting as a charity trustee.

This page also lists the details you can update on the online register. To make these changes click to access Online services. See Figure 2 below:

Update your charity's details

If your application for charity registration is successful, we will enter your charity's details on the *register of charities*, and many of these details will be publicly accessible. We will also issue you with a password which will allow you access to:



Online services

Click to access Online services



Using *Online services*, you will be able to update some of your charity's details on the electronic copy of the *register of charities* to keep them up to date. The details you will be able to update are:

- charity contact details
- email addresses for Commission use and for public display
- financial year end
- your charity's website address
- where your charity operates
- who does your charity help
- description of activities
- your trustees' details.

Step 3: Fill in your charity's username (this is your 6 digit registration number) and your unique password, as shown in Figure 3 below:

Log in using your charity's Northern Ireland Charity (NIC) number (numbers only) as the user name along with the secure password. You will have received this password upon registration as a charity to the email address supplied for Commission use.

If you have forgotten or lost this password, please click on the 'Forgotten Your Password' link to re-issue a new password. If you need to change the email address for Commission use connected with your charity, please contact the Commission using the 'Contact us' link via the main website.

The Charity Commission for Northern Ireland.

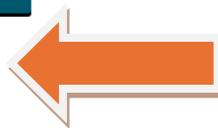


User Name

Password

Log On

[Forgotten Your Password?](#)

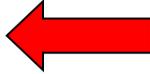


If you have forgotten your password, click on the [Forgotten your password link](#), as shown above. This will generate an email containing a link to get a new account password. This email will be sent to the main charity contact email address. Please be sure to follow all the steps shown on the [Log in help sheet](#).

Step 4: When you have logged in, under the heading Charity Services, you will be able to select the area you need to update from the list shown in Figure 4 below:

Charity services

View / Amend charity details



View / Amend financial periods

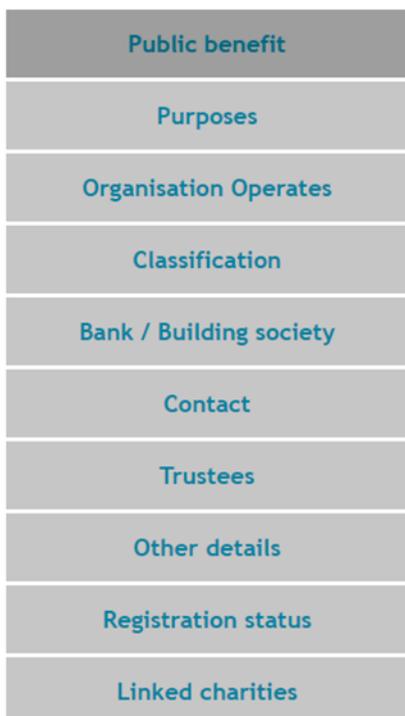
View / Amend charity documents

View / Amend charity accounts

Updating your charity trustees' details

Step 5: From the options at the left-hand side of the screen, please select the section you want to update.

For example, your charity's trustees, as shown in Figure 5 below:



Step 6: To **add** a new charity trustee, you will need the following information:

- Title
- Personal name
- Family name (Surname)
- Preferred name (this will be how their name will appear on the register)
- Date of birth
- Address
- Postcode
- Mobile number
- Email address

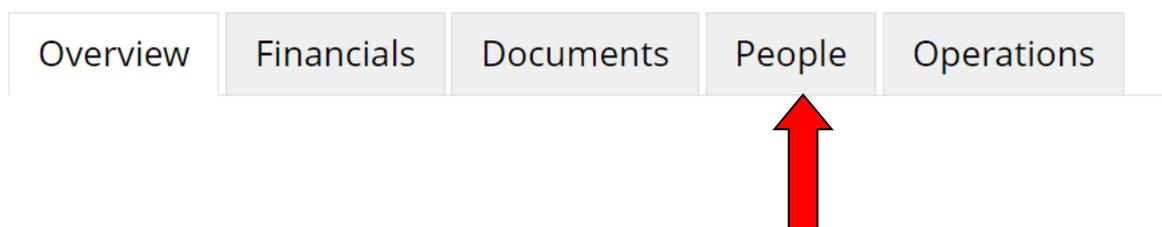
Step 7: To **remove** or **delete** a charity trustee click on the **red X** option next to the charity trustee you want to delete from the charity's entry on the register. As shown in Figure 6 below:



Remember to click Save & Exit on the screen before you leave the page.

Confirming that your charity trustees have been added or removed

The Commission's system is updated overnight. On the following day, after you have made changes to your charity's entry it is important to go to the [Register of charities](http://www.charitycommissionni.org.uk) page of the Commission's website at www.charitycommissionni.org.uk. Search for your charity by either name or registration number and check the names of your charity trustees under the People tab, shown in Figure 7 below:



Changing your charity's public email address on the register and the charity's email for the Commission to use.

Step 1: Follow the log in details at steps 1-4 above.

Go to the *View/Amend charity details* section, shown below, and click on Other details. See Figure 8 below.



Under the *Internet* heading this box will appear:

Internet



Charity public email 

• [Help](#)

admin@charitycommissionni.org.uk



Email for commission use

• [Help](#)

admin@charitycommissionni.org.uk

Charity website address 

www.charitycommissionni.org.uk

Update the email addresses and *Save & Exit* to ensure your new information has been recorded.

Changing your charity's financial year end date.

If your charity has changed its financial period, it is important you take steps to amend the details on the *register of charities* to show the correct financial period end date. This will ensure the deadline on the *register of charities* is accurate and up to date. This will also allow charity trustees to receive reminders of when their next annual return is due. This process may take up to five working days and until then you cannot submit your annual monitoring return.

Using the screenshots above follow Steps 1,2 and 3. This will allow you to log onto [Online services](#).

At Step 4, under the heading *Charity services* select *View/amend financial periods* and enter the new details to be displayed. Your change to the register will not take effect immediately as it must be processed by the Commission.

Informing the Commission of changes that the charity cannot update on the register

Sometimes a charity needs to make changes to ensure that it continues to operate effectively. Some of these changes can be made by the charity trustees provided the charity's governing document grants them the power to make these amendments.

In other cases, the charity trustees cannot make these changes or may need the consent of the Commission to make them. For example, changes to the purposes or objects in the charity's governing document cannot be made without the consent of the Commission as a change to purposes may put the charity outside the legal definition of charity.

Likewise, a charity cannot change its name without the consent of the Commission because the new name they intend to use may be the same or similar to another charity. You can find more information in the [Manage your charity](#) section of the website for information on the application process. There is a different process for charitable companies see: [Consents for charitable companies](#) guidance.

Appendix 1: Below is a list of the information about a charity which is collected by the Commission. A blue tick indicates which details the charity trustees can update using the Online services function on the Commission's website. Information marked with a blue dot can only be updated by the Commission.

Only the information marked with a **P** will be seen by the public.

- ✓ Charity contact details (including contact name, address and telephone number) **P**
- ✓ Details of your charity trustees **P**
- ✓ Email address for use by the Commission
- ✓ Public email address **P**
- ✓ The charity's website address **P**
- ✓ What your charity does **P**
- ✓ How your charity does its work **P**
- ✓ Who your charity benefits through its work **P**
- ✓ The charity's area of operation **P**
- ✓ The bank/building society account details of your charity

The following information can only be updated by the Commission:

- Charity's name (including acronyms) **P**
- Northern Ireland charity number **P**
- Purposes from its governing document **P**
- Type of governing document **P**
- Public benefit statement **P**
- The charity's classification of purposes **P**
- Date registered **P**
- Financial history (from when your first annual monitoring return has been submitted) **P**
- Compliance status showing if your charity has complied with its annual reporting deadline on time. This is a snapshot of a charity's status at a point in time. Each time a charity files the annual return on time, files late or fails to file the status will be updated **P**
- The financial year end date of your charity. **P**

Freedom of information and data protection

The Charity Commission for Northern Ireland is responsible for registering, regulating and reporting on the charity sector in Northern Ireland. As part of its work the Commission is lawfully required to collect and process personal data. Your personal details will be treated as private and confidential, and will only be retained for as long as is necessary in line with our [retention policy](#) and in compliance with the [Data Protection Act 2018](#). You may want to read the Commission's [Privacy notice](#) which explains what we do with personal data and your rights in relation to that processing.

The Freedom of Information Act 2000 gives members of the public the right to know about and request information that we hold. This includes information received from third parties. If information is requested under the Freedom of Information Act, we will release it unless there are relevant exemptions. We may choose to consult with you first. If you think that information you are providing may be exempt from release if requested, please let us know.

More information

Website: www.charitycommissionni.org.uk

Email: admin@charitycommissionni.org.uk

Phone: 028 3832 0220

Sign up to our *newsletter* for news, views and important updates

Follow us on [Linkedin](#) and [Bluesky](#)