



CARE International UK

Open Information Policy

1. Introduction

CARE International UK (CIUK) is committed to the principles of transparency and accountability in our work. As a part of a global movement to end poverty, our impact depends on partnerships with many important stakeholders – firstly with the poor communities and local organisations with whom we work, but also with individual supporters and key partners. We therefore strive to share openly and proactively information about the nature and impact of our work; our values; the organisation; the decisions we make and how we make them. Fighting poverty is a complex business and as well as sharing progress, we also want to share our learning when our work doesn't go according to plan. We recognise the importance of being accountable for the money we raise and spend; our results and impact.

By committing ourselves to an open approach to information, we aim to provide our stakeholders with the means of holding us to account. We will always strive to present information clearly and accessibly. We are committed to sharing information on our website and our annual report gives an oversight of our work and results.

The development of this policy has taken into consideration good practice within the UK charity sector and the worldwide development community. This policy complements the progress we have already made through publishing information via the International Aid Transparency Initiative (IATI). CIUK has made strategic choices with regards to the different categories of information to be disclosed that neither contravenes our legal obligations, nor puts our staff or organisation at risk. This policy outlines the different categories of documents to be proactively disclosed, how information requests can be made, and information that is excluded from disclosure under this policy.

2. The scope of our policy

This policy applies to the work of CIUK. CIUK is one of 14 members of the global CARE confederation and we work in 75 poor and developing countries around the world. Where an enquiry concerns another CARE member, we will try to find the answer or redirect you.

3. External communications in crisis situations

Media management can have a critical impact on how a crisis develops, and on reputational risk to the organisation. General aims will be to minimise exposure and to protect staff and families from media intrusion.

National, international and social media coverage need to be monitored, and a media strategy developed, possibly in coordination with CARE member partners and other CARE International communication colleagues. Liaison with the UK Foreign and Commonwealth Office and other stakeholders may be necessary.

Media spokesperson(s) will be designated and briefed. Spokespersons will not usually be a member of the core Crisis Management Team (composed of the Chief Executive Officer and senior managers). Draft holding statements and pre-prepared press statements should be available for a range of scenarios. We will also refer to our forthcoming Accountability Framework for all staff involved in humanitarian and other aspects of our work.

4. Making an information request

Before filing an information request, we encourage all interested individuals to look for the information requested on our website www.careinternational.org.uk as we publish information here on a regular basis. We would also encourage information requesters to check the exclusion categories to make sure their requests do not fall within any of these categories.

4.1 You can request information through a number of channels:

- Email at: supportercare@careinternational.org
- Phone 020 7091 6100 from Monday–Friday, 9am–5pm or leave a message on the answerphone.
- Post to CARE International UK, 9th Floor, 89 Albert Embankment, London, SE1 7TP.

Please be as specific as you can with your query so that we can help you quickly and effectively.

4.2 Timeline for reply:

- We will reply to your requests as quickly as possible. Normally you will receive a response within five working days. However, we will never take longer than 20 working days to provide at least an initial response. If we cannot answer your query in full immediately we will clearly state how we can respond and by when.

4.3 Denial of information requests:

- In the rare case that your information request is denied, we will write back to you using the same channel through which you submitted the request, noting the reasons for the denial.

4.4 Appealing denial:

- If you are dissatisfied with a denial decision, you are encouraged to send an appeal to the CIUK's Chief Executive Officer via the above address. The appeal should clearly specify the reasons why you find the denial unsatisfactory.

5. Disclosed information

This section includes the categories of information that CIUK will publish in accordance with this policy.

We will use our website as the main channel of disclosing information. Our website is www.careinternational.org.uk

5.1 Headline information about the organisation: Information about our history, vision and mission, strategy and legal status of CIUK.

5.2 Leadership and governance: Information about the organisational structure including our Board of Trustees and Senior Management Team.

5.3 Principles and policies: A wide range of policies on areas including anti-bribery, equal opportunities, protection of vulnerable people and children, complaints and whistleblowing.

5.4 Programmes: Information about our programme strategy, key areas of focus and projects, and external policy statements.

5.5 Impact: Impact and evaluation reports of our work at the international, national and country level.

5.6 Staffing: Information about our staff, senior management and staffing costs, benefits and allowances.

5.7 Finances and administration: Independent auditors' report and detailed income and expenditure statements.

5.8 Fundraising: Information about how we raise funds; our supporter promise and commitment to data protection and ethical standards.

5.9 Partnerships: Information about our partners.

6. Information excluded from disclosure

This section outlines the different categories upon which information will be excluded from disclosure.

6.1 Personal or confidential data: We are forbidden by law to disclose personal data without consent.

6.2 Intellectual property and copyright: Information where the copyrights are owned elsewhere.

6.3 Internal communication: Information that is developed for the purpose of internal circulation within CIUK and that does not fall within the public sphere.

6.4 Safety or security grounds: Information that would risk the safety or security of an individual or the organisation either in the UK or internationally. We work in a number of sensitive international contexts which may mean that we occasionally may not be able to share details of a specific project in a particular place.

6.5 Unreasonable or offensive information requests: Multiple requests or requests that are made in an abusive or offensive manner.

6.6 Legal or legally protected information: Information including legal advice or that which is protected from disclosure on legal grounds.

6.7 Commercial sensitivity: We will not publish information that would harm either the financial interests of CARE or those of other parties involved. This may include but is not limited to detailed unit costs (e.g. individual salaries and payment rates), fundraising/marketing plans and documents relating to projects which have not yet secured funding and which are still in development.

6.8 Policy dialogue reasons: Information that might harm policy dialogues between CIUK and other stakeholders.

6.9 Costs of disclosure: Information where disclosure is likely to be disproportionately costly.

6.10 Historic information: Information going back too far, which is difficult or expensive to access in our archives.

7. Complaints

If you would like to make a complaint about this policy or a response to your information request, please contact us at the address below.

CARE International UK

9th Floor
89 Albert Embankment
London SE1 7TP

tel: 020 7091 6100

email: supportercare@careinternational.org

CARE International UK is a registered charity (number 292506) and a company limited by guarantee (number 01911651, England and Wales).