



Save the Children

# SAVE THE CHILDREN UK'S OPEN INFORMATION POLICY

**How we act determines how many children's lives we save.**

Save the Children strives to be as open and transparent as possible, this means proactively sharing timely, relevant and clear information about us and our activities as well as answering all requests for it. We have a comprehensive website and accessible public reports and are committed to providing quick and accurate responses to our key external stakeholders, particularly children and their communities, our supporters, donors, partner organisations and host governments.

We want everyone with an interest in our work to be engaged and informed participants in all that we do. However, when asked for information we will occasionally need to take into account the time and financial resources necessary to fulfil this commitment. We must also consider reasons not to disclose information, such as the safety and confidentiality of our people, partners and those we work to serve.

**August 2016**

## SCOPE OF THIS POLICY

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This policy applies to the activities of Save the Children UK. Save the Children UK is one of 29 members of the global Save the Children movement working to make immediate and lasting change in the lives of children in over 120 countries. Our international programmes are now implemented by Save the Children International (SCI), a single management structure that the Save the Children Association established in 2011 in order to align members activities and reduce duplication of efforts so that we could improve our collective ability to change children's lives.

Where the enquiry concerns another Save the Children member, or SCI, we will endeavour to effectively redirect it and ensure co-operation.

## HOW TO MAKE A REQUEST FOR INFORMATION AND HOW WE WILL RESPOND

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You should make your request to the Save the Children UK Supporter Care Team, either by phone on 0800 8 148 148 from Monday to Friday between 9am and 5pm, via email to [supporter.care@savethechildren.org.uk](mailto:supporter.care@savethechildren.org.uk), or in writing to the following address:

**Supporter Care Team, Save the Children UK, 1 St John's Lane, London EC1M 4AR**

We will reply to requests as soon as possible. Normally, within 5 working days a member of the SCUUK Supporter Care team will have responded, either with the requested information or an explanation as to why it cannot be provided. Response will take no longer than 30 working days.

We reserve the right to ask the reason for the information request.

## WHAT WE PUBLISH AND WHERE YOU CAN FIND IT

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We publish detailed information on the Save the Children [website](#), including overviews of our history, strategy, executive team and trustee board, reports and organisational structure, and programming, fundraising and advocacy activities.

Included on our website is a comprehensive [Annual Report](#). Please consult this document for more detailed information on the following topics:

- Our leadership and governance;
- Our strategic priorities
- Our humanitarian and development programming work
- Our latest campaigns;
- Our financial and administrative details, including an independent auditors report and detailed income and expenditure statements.

We also publish an annual [Accountability and Transparency Report](#). Please consult this document for more detailed information on the following topics:

- Who we are, what we do and where we work
- Our internal controls and standards
- Accountability to children, including programme quality
- Our approach to feedback and complaints
- Ethical fundraising, including our Supporter Promise
- Considering our environmental impact
- Progress against our commitments to accountability and transparency

On our website you will also find supplementary reports on our key areas of strategic, programming, policy, and advocacy focus. Teaching resources and practitioner guides are also available.

This policy applies primarily to requests in the English language. However, some information is also published in French, Spanish, and Arabic, and further limited information is also available in other languages.

## THE INTERNATIONAL AID TRANSPARENCY INITIATIVE (IATI)

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The International Aid Transparency Initiative (IATI) aims to make information about international aid spending easier to find, use and understand. It is a voluntary, multi-stakeholder initiative that unites Save the Children with donors such as the UK Department for International Development (DfID), developing country governments, and other INGOs.

By complying with IATI we now make the following information on our institutionally-funded programmes available to all:

- Project title, category, and brief description;
- Country of project;
- Planned start and end dates; and
- Expenditure and budget.

## CHILD SAFEGUARDING

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Save the Children take child safeguarding extremely seriously and has a zero tolerance approach to child abuse and the sexual exploitation of children. We will respond to any reports or suspicion of child safeguarding incidents received from our supporters as per our Child Safeguarding and Whistleblowing policies. As part of our commitment to transparency we publish additional information about child safeguarding incidents reported to Save the Children UK within our Accountability and Transparency Report.

## FREEDOM OF INFORMATION

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As a charity, Save the Children is not a public body and therefore is not subject to the UK's *Freedom of Information Act 2000*. However, as set out in this policy, we aim to follow many of its principles, particularly that organisations should aim to share information unless there is a clear reason not to do so.

## CIRCUMSTANCES UNDER WHICH WE MAY NOT BE ABLE TO PROVIDE INFORMATION

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On occasion Save the Children will not be able to provide you with the information you have requested. Common reasons for this might include:

- **Safety and Security:** disclosure of the information would risk an individual's safety or security, or would harm our work, either in the UK or internationally. For example, disclosure of the details of a project in a sensitive region could jeopardise the project and/or those working on it;

- **Data protection and privacy:** we are unable to disclose personal data (meaning any data which identifies a living individual) without consent, unless we are obliged or permitted by law to do so. Sharing this data would breach data protection legislation or an individuals; right to privacy. For example, we will not share the personal details of our people or supporters;
- **Confidentiality:** the information is confidential on legal, commercial or contractual grounds;
- **Copyright:** copyright in the material belongs to someone else and we cannot give permission for its use;
- **Cost:** the financial or time cost of disclosing the information would be unreasonably high, especially where we feel the request would unnecessarily distract our people from the delivery of crucial programme objectives;
- **Irrelevance:** the request for information has, in our judgement, no discernible public benefit or is of essentially ephemeral interest. This may include internal administrative documents or draft documents;
- **Offensive or Unreasonable Requests:** we may decline to correspond if a person behaves in an offensive or abusive manner, or engages in unreasonable conduct;
- **Historical Information:** if the information requested is historical, it may be difficult and costly for Save the Children to obtain archived material.

## COMPLAINTS

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Listening and responding to feedback from our supporters is very important to Save the Children. If you are dissatisfied with our response to your information request, please contact our Legal & Compliance Counsel or Accountability & Transparency Manager on the details below:

Legal and Compliance Counsel: [compliance@savethechildren.org.uk](mailto:compliance@savethechildren.org.uk)

Accountability and Transparency Manager: [accountability@savethechildren.org.uk](mailto:accountability@savethechildren.org.uk)

## COPYRIGHT AND LEGAL INFORMATION

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This policy is for information only, and therefore is not a binding contract and does not confer legal rights on any person. Save the Children reserves all rights (including copyright) in any information and materials provided under this policy.

### Who is responsible for the Open Information Policy?

Save the Children's Chief Operating Officer (COO) is ultimately responsible for compliance with this policy, with the support of Save the Children's Executive Directors and Legal team.