

# Your Access to Our Information

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## Our Policy

At Save the Children, we try to be as open and transparent as we can, therefore we do our best to answer all requests for information.

We will prioritise information requests from our key stakeholders, particularly our supporters, volunteers, beneficiaries, partner organisations, our staff and host governments.

We may sometimes have to balance a request for information with the resources that it would take to answer that request; and we also have to consider reasons not to disclose, for example confidentiality. We will always try to give a reason for not disclosing information.

### How to make a request for information and when we will respond

You should make your request via email or in writing to the Customer Service Team as follows:

**supporter.care@savethechildren.org.uk**

or

**Customer Services  
Save the Children  
1 St John's Lane  
London  
EC1M 4AR**

We will reply to requests as soon as possible and normally within 30 working days either giving the information requested or explaining why it cannot be provided either within the 30 day period or at all. We reserve the right to ask you why you want the information.

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### Information we already publish

We publish a lot of information on our website: **[www.savethechildren.org.uk](http://www.savethechildren.org.uk)**

**We Save the Children  Will you?**

Save the Children owns the copyright to material it produces including its reports and images. If you would like to use or copy our material you will need our permission to do so. We permit you to copy our material provided that:

- **you only use it for non-commercial purposes e.g. educational, campaigning or advocacy;**
- **you do not resell it; and**
- **you include this statement on the copies; “This material is the copyright of Save the Children and is reproduced with permission”.**

If you wish to use it for another reason, please contact the Customer Service Team.

### When might we be unable to give you the information you request?

Sometimes we will not be able to provide you with the information you have requested, for example because:

- **to disclose it would risk someone’s safety or security or would harm our work;**
- **the information is private to an individual or confidential because of legal, commercial or contractual reasons;**
- **the information is copyrighted to someone else and we cannot give you permission to use it;**
- **the cost of disclosing would be disproportionate;**
- **the amount of time needed to collate the information in response to the request would be disproportionate;**
- **the information you require was created prior to April 2007 – it can be difficult and costly for us to obtain material from our archives**
- **you have requested detailed information about a programme – we must ensure that our programme staff focus on delivering our programme objectives and so they may not have time to answer the request.**

### Who is responsible for this policy?

The Supporter Service and Administration Manager is responsible for ensuring that this policy is followed, with the support of the Executive Directors and the Legal Team.

Date of policy: May 2009

**We’re the world’s independent children’s charity. We’re outraged that millions of children are still denied proper healthcare, food, education and protection. We’re working flat out to get every child their rights and we’re determined to make further, faster changes. How many? How fast? It’s up to you.**

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