

World Vision UK's Open Information Policy

World Vision UK is committed to being transparent and accountable to all of its stakeholders. An open information policy has been approved to improve information flow, learning and accountability to people living in poverty, partners, supporters, donors, government and staff. This policy relates only to the disclosure of information to the public. It does not relate to the disclosure of data to individuals according to their rights under the Data Protection Act 1998.

This policy ensures that all stakeholders and interested parties can request information from World Vision UK and will receive a response within 40 days. Furthermore, this policy ensures that a certain level of information will proactively be made available on World Vision UK's website and there is a clear mechanism for providing feedback or complaints.

What information we will provide to the public

We will share information about our activities and operations openly unless there are legal or other compelling reasons for withholding it. By adopting this approach, we enable our stakeholders to assess how effective our programs have been; how we have made decisions; how we have managed our finances and how we ensure good governance. At the same time, an open flow of factual information on what has worked well and what has not gone to plan enhances opportunities for us to reflect and learn from experience to improve our stewardship and increase effectiveness.

We will pro-actively publish a range of information in print and/or on-line.

What information we will not provide to the public

World Vision UK is committed to sharing information openly, however, there are legal, operational and practical considerations that need to be taken into account, balancing our commitment to accountability and transparency with our obligations to other stakeholders, including our staff, sponsors, donors, our partners, and particularly the children and communities with whom we work.

We will not provide the following information to the public:

- **Private:** We will not disclose any information that we consider to be, by its nature, private to the individual(s) concerned. Private information includes personal data and sensitive personal data (within the meaning of the Data Protection Act 1998) held by World Vision about any persons, whether employees, volunteers, supporters, sponsored children, families or any other individuals with whom World Vision communicates. Personal data is information relating to an individual, by which that individual could be identified (such as their name, address, tax file number, financial information or any of our records about that person). Sensitive personal data includes information about a person's race or ethnic origin, political opinions, religious or similar beliefs, physical or mental health condition or criminal record.
- **Confidential:** Information that in our view is confidential for legal, commercial, management or contractual reasons will under no circumstances be disclosed. This is not restricted to information that is marked "confidential". It includes the terms of all commercial contracts entered into between World Vision and third parties and any information received from or sent to third parties under an expectation of confidentiality. It also includes any other information that we deem to be commercially sensitive (such as matters under negotiation or in dispute or detailed fundraising plans and strategies).
- **Legally protected.** We will not disclose any information that we are prohibited from disclosing as a matter of law, by virtue of any legislation that applies to World Vision in any of the countries in which it operates.
- **Relevant to safety and security:** For reasons of the safety and security of all of the individuals with whom we work, we will not disclose any information that, in our view, if disclosed could

endanger the safety and security of any individual or jeopardise World Vision's ability to operate in a particular country or location.

- **Legal, Financial and other Advice.** To protect our business interests, we will not disclose any information provided to World Vision by its legal, financial or other advisors for any reason, including the terms and conditions of any contracts entered into with those advisors.
- **Internal communications, processes and administrative details:** To protect the integrity of our business processes it is essential to encourage the free flow of ideas and information internally. Unless intended for public circulation, we will not disclose: internal communications or documents (such as emails, working papers or drafts); documents relating to internal investigations, audits and review findings (such as office capability assessments) which are aimed at improving the performance of the organisation; information relating to internal World Vision administration or operating systems which have no direct effect outside the organisation.
- **Information that is not considered to be in the best interest of the business to be shared:** Our primary aim is to improve well-being for children living in poverty. If we believe that there is any risk whatsoever that sharing certain information could jeopardise this aim, we will not disclose that information.

Responding to requests for further information

If the information sought is not readily available in World Vision publications or on our website, requests for information can be emailed to info@worldvision.org.uk. We will respond to requests for information within 40 days. If the information requested is not available or a request is denied, we will explain why.

As good stewards, and in order to protect our business interests, we need to manage the resources required to respond to requests for information. We may decline to respond to requests where substantial information is already available and provision of additional information would take up significant staff time. Where we consider that the cost of disclosure, whether as a time cost or a monetary cost, would be disproportionate to the request, we may decline disclosure but will explain that this is the reason.

Where in our opinion a person is making frivolous, excessive or abusive requests for information, we may consider that the request is vexatious, and decide not to respond.

Feedback & Complaints

World Vision UK welcomes feedback and complaints on its operations and the information provided. Please send any feedback to info@worldvision.org.uk. Acknowledgement and response to the feedback will be given.

World Vision International Open Information Policy

This policy is consistent with the Open Information Policy of World Vision International