

ActionAid UK

Open Information Policy

ActionAid UK's Open Information Policy

1. Foreword

AAUK's Open Information Policy implements ActionAid's International Global Information Policy in the UK. This document should be read in conjunction with [ActionAid International's Global Information Policy](#) and [ActionAid's Constitution](#).

2. Key stakeholders?

The key stakeholders for this Open Information Policy are ActionAid UK's trustees, staff and volunteers, our member organisations, our supporters including donors and partners and the UK general public.

In addition, we also have a responsibility to ensure we communicate information that is in the public interest in relation to sources of funding that originate from public money and our registered charity status.

3. What information is shared under this policy?

The following is not a definitive list but indicates the status of the most common types of information that is shared by organisations within the development and charity sectors.

ActionAid UK may also share information not included on this list via our website: <https://www.actionaid.org.uk> and other platforms.

Please contact supportercontact@actionaid.org if you have any questions about this open information statement.

	Type of Information	Where information available on our website
Organisation	Mission, vision, values	https://www.actionaid.org.uk/about-us/ourstrategy#headerLink-1
	Memberships and affiliations	Please contact supportercontact@actionaid.org to request further information on our members and affiliates.

	Type of Information	Where information available on our website
	Contact details	If you wish to provide any feedback, please use the contact details in this link – you can contact us by post, email and telephone: https://www.actionaid.org.uk/aboutus/contact-us
	Complaint procedure	https://www.actionaid.org.uk/aboutus/complaints-procedure
	Charity Commission number, link to CC webpage	ActionAid is a charitable company limited by guarantee and registered in England and Wales (company number 01295174). ActionAid is a registered charity in England and Wales (274467) and Scotland (SC045476). ActionAid UK, 33-39 Bowling Green Lane, London EC1R 0BJ – this information is clearly stated at the bottom of each page on our website. Companies House (England and Wales) https://find-and-update.company-information.service.gov.uk/ England and Wales Charity Register https://register-of-charities.charitycommission.gov.uk/charity-search Scottish Charity Regulator https://www.oscr.org.uk/about-charities/search-the-register/register-search/
Governance and structure	Board of Trustees & Staff – people and roles in decision making process	https://www.actionaid.org.uk/about-us/ourtrustees-and-directors
	Salary level of CEO	The salary of our CEO is included in our Annual Remuneration Statement in our Trustee Report and Accounts https://www.actionaid.org.uk/about-us/transparency-and-accountability/annual-report-and-accounts
	Safeguarding policy	https://www.actionaid.org.uk/about-us/oursafeguarding-commitments
	Whistleblowing policy	Contact supportercontact@actionaid.org to request a copy of our policy
	Diversity & Inclusion Policy	Contact to supportercontact@actionaid.org request a copy of our policy

	Type of Information	Where information available on our website
	Privacy policy	https://www.actionaid.org.uk/aboutus/actionaid-respects-your-privacy
	Environmental impact policy	Contact supportercontact@actionaid.org to request a copy of our policy
Finance and grants	Income and expenditure (annual accounts)	We publish our financial information through our annual accounts updated each year in May. https://www.actionaid.org.uk/about-us/transparency-and-accountability/annual-report-and-accounts
	International Aid Transparency Initiative (IATI) data	IATI is a global initiative to improve the transparency of development and humanitarian resources based on an open data standard. AAUK's data and details about what we currently publish to IATI can be found here: https://iatiregistry.org/publisher/about/aauk
	Core Humanitarian Standards	The CHS Alliance is a global alliance of humanitarian and development organisations committed to making aid work better for people. The ActionAid Federation are members of Core Humanitarian Standards and were the first ever member organisation to become independently verified as a group. https://www.chsalliance.org/about/our-members/actionaid-international/
	Bribery, corruption and fraud	https://www.actionaid.org.uk/aboutus/transparency Contact supportercontact@actionaid.org to request a copy of our policies
	Procurement policy	Contact supportercontact@actionaid.org to request a copy of our policy
	Fundraising policies and guidelines	Contact supportercontact@actionaid.org to request a copy of our policy
Performance	Strategy	https://www.actionaid.org.uk/about-us/ourstrategy

	Type of Information	Where information available on our website
	Annual summary of progress against our charitable objectives and strategy.	We provide information about our impact and effectiveness through our Annual Reports and our website: https://www.actionaid.org.uk/about-us/transparency-and-accountability/annual-report-and-accounts

4. Data protection and privacy

ActionAid UK is subject to data protection and privacy legislation and therefore we are unable to disclose personal private data covered by this legislation without a [lawful basis for processing](#).

5. Circumstances under which we may be unable to provide information

In some instances, ActionAid UK may not be able to provide all the information requested from us and ActionAid UK reserves the right to anonymise or exclude certain information.

Reasons to do this might include:

- Security: the disclosure of information may present a risk to the safety and security of staff and operations, either for ActionAid UK or other organisations, and of the rightsholders and communities we work with. This decision is not subject to appeal.
- Privacy: where disclosure would breach data protection legislation or an individuals' right to privacy. For example, we will not share the personal details of our staff, volunteers or individual supporters and of the rights-holders and communities we work with without either their consent or another lawful basis. This decision is not subject to appeal.
- Confidentiality: the information is confidential on legal, business or contractual grounds. This decision is not subject to appeal. Where ActionAid UK has grants that fall within this exclusion category, we are committed to working with our funders to move towards allowing us to share information with our stakeholders.
- Cost: the financial or time cost of disclosing the information would be unreasonably high or there is no discernible public interest to making the information available. ActionAid UK is a medium sized organisation and we need to balance our commitment to transparency with our delivery of results, especially where it involves public or member funds.
- Vexatious, offensive or unreasonable requests: we may decline to correspond if a person deliberately behaves in an offensive or abusive manner, aims to obtain information by deceit (for example by using false contact details or other misrepresentation) or otherwise engages in unreasonable conduct.
- Historical information: if the information requested is historical, it may be difficult and costly for ActionAid UK to obtain archived material.
- Internal processes: Making the information publicly available would constrain the ability of ActionAid UK's staff members and other stakeholders to freely exchange ideas and information when making decisions.

As well as information that is permanently unavailable or anonymised, we may delay or suspend the publication of some information for a limited period. This will be for one of the following reasons:

- Information is likely to change significantly, so it makes more sense to withhold publication of information until the updated and/or confirmed information is available. For example, most financial information is subject to change until the accounts for the period have been closed and audited.
- The publication of certain information threatens a specific objective that is currently being worked towards. In these cases, it might be decided that the information should not be made available until that work has progressed further. For example, if a project involves supporting a community to engage in sensitive negotiations with local government, publicising the nature of this work could threaten the successful outcome.

In the case of someone's personal information, known as a Subject Access Request, appeals or complaints should be referred to the [Data Protection Officer](#). In all other cases, appeals or complaints can be made via the [AAUK Complaints Procedure](#).

Copyright and legal information about this policy

This policy is for information only, and therefore is not a binding contract and does not confer legal rights on any person. ActionAid UK reserves intellectual property rights for information and materials provided under this policy, including those materials distributed under an open license.

Governance of ActionAid UK's Open Information Policy

This policy has been approved by ActionAid UK Trustees and our senior management team and will be reviewed on an annual basis.