

# ActionAid UK

## Open Information Policy

### Foreword

AAUK's Open Information Policy is not intended to replace ActionAid's International Global Information Policy. This document should be read in conjunction with [ActionAid International's Global Information Policy](#) and [ActionAid's Constitution](#).

### Introduction and ActionAid UK's commitment to transparency

Transparency is a core value for ActionAid and an accountability principle that permeates our institutional policies and ways of working. Transparency has also taken on increasing prominence in the development sector, particularly amongst the general public, media and government, which have challenged organisations to improve and demonstrate the benefits of transparency.

This Open Information Policy is guided by ActionAid International's Global Information Policy and provides ActionAid UK with a more defined position on transparency and highlight the guiding principles we follow as an organisation to promote our core value of transparency in ActionAid.

This statement is intended to guide all staff and the whole organisation to open sharing of information. Another purpose is to inform people outside ActionAid UK what they can expect or demand, in terms of information, from ActionAid UK. It sets out ActionAid's approach to information sharing and describes how and what minimum information ActionAid UK will share proactively with the general public unless there are valid reasons for withholding information (see section 6 of this statement).

### Who are we transparent towards?

ActionAid UK's key stakeholders in terms of transparency are our trustees, staff and volunteers, our member organisations and our supporters including donors and partners. We also consider a key stakeholder group to be the rights-holders and communities who are engaged with the activities of our members and for whom our members' effectiveness is crucial.

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.

We want to take our work on transparency beyond responding to external pressure of aid effectiveness agenda and mere donor compliance, and ensure that transparency as a value is genuinely embedded into all of our ways of working so that we genuinely walk the talk of the prominence we place on transparency as an institutional value that sustains our Theory

of Change, Human Rights Based Approach (HRBA) and Accountability, Learning and Planning System (ALPS).

ActionAid UK has a set of guiding principles that we uphold:

- Transparency is a core value for ActionAid and an accountability principle.
- We are accountable to our rights-holders and communities, supporters, staff, partners, donors.
- We believe that timely free flow of information in accessible language, form and format is essential for ensuring accountability, learning, trust and good performance.
- We should provide accessible and timely information - information should be user friendly and easy to understand by our primary stakeholders.
- Work together and share information – we are all striving to the same vision and mission and need to share information that we feel is relevant to other teams.
- We should uphold high technical and ethical standards.
- We should take learning from our successes and challenges faced and ensure this learning is embedded in future work.

## What information is shared under this statement?

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.

You can also contact us directly at [transparency.uk@actionaid.org](mailto:transparency.uk@actionaid.org) if you have any questions about this open information statement.

	Type of Information	Where the information is available
<b>Organisation</b>	Mission, vision, values	<a href="https://www.actionaid.org.uk/about-us/our-strategy#headerLink-1">https://www.actionaid.org.uk/about-us/our-strategy#headerLink-1</a>
	Memberships and affiliations	Please contact <a href="mailto:supportercontact@actionaid.org">supportercontact@actionaid.org</a> to request further information on our members and affiliates.
	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: <a href="https://www.actionaid.org.uk/about-us/contact-us">https://www.actionaid.org.uk/about-us/contact-us</a>
	Complaint procedure	<a href="https://www.actionaid.org.uk/about-us/complaints-procedure">https://www.actionaid.org.uk/about-us/complaints-procedure</a>
	Charity Commission number, link to CC webpage	ActionAid is a registered charity in England and Wales (274467) and Scotland (SC045476). ActionAid UK, 33-39 Bowling Green Lane, London EC1R 0BJ – this

	Type of Information	Where the information is available
		information is clearly stated at the bottom of each page on our website.
<b>Governance and structure</b>	Board of Trustees & Staff – people and roles in decision making process	<a href="https://www.actionaid.org.uk/about-us/our-trustees-and-directors">https://www.actionaid.org.uk/about-us/our-trustees-and-directors</a>
	Salary level of CEO	<a href="https://www.actionaid.org.uk/about-us/transparency">https://www.actionaid.org.uk/about-us/transparency</a>
	Safeguarding policy	<a href="https://www.actionaid.org.uk/about-us/our-safeguarding-commitments">https://www.actionaid.org.uk/about-us/our-safeguarding-commitments</a>
	Whistleblowing policy	Contact <a href="mailto:supportercontact@actionaid.org">supportercontact@actionaid.org</a> to request a copy of our policy
	Diversity & Inclusion Policy	Contact to <a href="mailto:supportercontact@actionaid.org">supportercontact@actionaid.org</a> request a copy of our policy
	Privacy policy	<a href="https://www.actionaid.org.uk/about-us/actionaid-respects-your-privacy">https://www.actionaid.org.uk/about-us/actionaid-respects-your-privacy</a>
	Environmental policy	Contact <a href="mailto:supportercontact@actionaid.org">supportercontact@actionaid.org</a> to request a copy of our policy
<b>Finance and grants</b>	Income and expenditure (annual accounts)	We publish our financial information through our annual accounts updated each year in May. Income: <a href="https://www.actionaid.org.uk/about-us/how-were-funded">https://www.actionaid.org.uk/about-us/how-were-funded</a> Expenditure: <a href="https://www.actionaid.org.uk/about-us/where-your-money-goes">https://www.actionaid.org.uk/about-us/where-your-money-goes</a>
	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: <a href="https://iatiregistry.org/publisher/about/aauk">https://iatiregistry.org/publisher/about/aauk</a> Data can also be visualised here: <a href="http://d-portal.org/ctrack.html?publisher=GB-CHC-274467#view=main">http://d-portal.org/ctrack.html?publisher=GB-CHC-274467#view=main</a>
	Bribery, corruption and fraud	<a href="https://www.actionaid.org.uk/about-us/transparency">https://www.actionaid.org.uk/about-us/transparency</a> Contact <a href="mailto:supportercontact@actionaid.org">supportercontact@actionaid.org</a> to request a copy of our policies
	Procurement policy	Contact <a href="mailto:supportercontact@actionaid.org">supportercontact@actionaid.org</a> to request a copy of our policy
	Fundraising policies and guidelines	Contact <a href="mailto:supportercontact@actionaid.org">supportercontact@actionaid.org</a> to request a copy of our policy
<b>Performance</b>	Strategy	<a href="https://www.actionaid.org.uk/about-us/our-strategy">https://www.actionaid.org.uk/about-us/our-strategy</a>

	Type of Information	Where the information is available
	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: <a href="https://www.actionaid.org.uk/about-us/annual-reports">https://www.actionaid.org.uk/about-us/annual-reports</a> , <a href="https://www.actionaid.org.uk/about-us">https://www.actionaid.org.uk/about-us</a>

## 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 consent, unless we are obliged or permitted by law to do so. You can find further information [here](#).

## Circumstances under which we may be unable to provide information

In some instances, we may not be able to provide you with all the information you require or we reserve the right to anonymise or exclude certain information related to specific grants. 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 rights-holders 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. 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 benefit 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. Appeal via complaints procedure.
- **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. Appeal via complaints procedure.
- **Historical information:** if the information requested is historical, it may be difficult and costly for ActionAid UK to obtain archived material. Appeal via complaints procedure.
- **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. Appeal via complaints procedure.

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 on a 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.

## 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.