



**Save the Children**

# **SAVE THE CHILDREN INTERNATIONAL**

# **OPEN INFORMATION POLICY**

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

This policy applies to the activities of Save the Children International. For any information requests concerning another Save the Children member, or a specific country or regional office of Save the Children International, we endeavour to effectively redirect it and ensure co-operation.

Save the Children strives to be open and transparent, 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.

**Created: November 2016**

# WHAT WE PUBLISH AND WHERE YOU CAN FIND IT

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We publish comprehensive information about our organisation and work on the [Save the Children website](#) and in our [Annual Report](#), [Trustees' report](#), [strategic report and financial statements](#), and [Accountability and Transparency Report](#). Please consult these sources for more detailed information on the following topics:

- Who we are, what we do, where we work
- Performance against our strategic priorities
- Our annual financial statements, including income and expenditure
- Our administrative details, leadership, structure and governance
- Progress against our commitments to accountability and transparency
- Our internal controls and risk management, including fraud reporting
- An independent auditors report
- Our accountability to children, including our commitment to programme quality
- Child safeguarding incident reporting

On our [website](#) you will also find supplementary reports on our key areas of focus in relation to our strategy, programming, policy and advocacy. This policy applies primarily to requests in the English language. However, some information is also published in French, Spanish, and Arabic, and limited information is available in other languages.

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

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## General enquiries

By phone: +44 (0)20 3272 0300 (Monday to Friday between 9am and 5pm)

By email: [info@savethechildren.org](mailto:info@savethechildren.org)

By post: Save the Children International, St. Vincent House, 30 Orange Street, London WC2H 7HH, UK

If you are a journalist or member of the media, please contact:

## The Global Media Unit:

By phone: 0207 012 6841 (07831 650409 out of hours)

By email: [GMU@savethechildren.org](mailto:GMU@savethechildren.org)

If you would like to report a suspected case of fraud, bribery or corruption related to our work or staff, please email us through this confidential channel:

## Fraud Management Team

By email: [SCIfraud@savethechildren.org](mailto:SCIfraud@savethechildren.org)

If you are concerned a child is being harmed as a result of our work or staff, either directly or indirectly, please email us through this confidential channel:

## Child Safeguarding Team

By email: [childsafeguarding@savethechildren.org](mailto:childsafeguarding@savethechildren.org)

Please visit our [website](#) for contact details of each of our Save the Children member organisations, regional offices and advocacy office.

We aim to reply to requests as soon as possible, either with the requested information, advice on how long it will take us to respond, or an explanation as to why information cannot be provided. For the majority of requests, we will reply within 5 working days, although depending on the nature of the request, responses can sometimes take up to 30 working days. We reserve the right to ask the reason for the information request.

This policy is for information only and 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.

## 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 share the information you have requested. When this happens we will always try to explain why. Common reasons for this might include:

**Safety and Security:** where disclosure of the information would risk an individual's safety or security, or would harm our work, in any part of our organisation. 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 or 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 individual's right to privacy. For example, we will not share the personal details of our people or supporters;

**Confidentiality:** where the information is confidential on legal, commercial or contractual grounds;

**Copyright:** where copyright in the material belongs to someone else and we cannot give permission for its use;

**Cost:** where 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:** where 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; and/or

**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:** where the information requested is historical, it may be difficult and costly for Save the Children to obtain archived material.

## WHO IS RESPONSIBLE FOR OUR OPEN INFORMATION POLICY?

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