

## Open Information Policy

1. World Vision is a Christian organisation which relies upon the trust of its stakeholders (the children we seek to serve, the communities with whom we partner, donors, sponsors, supporters, host governments, peer NGOs, churches, and the public) to fulfil its Mission. By holding ourselves 'accountable', we demonstrate that we are worthy of this trust.

2. *Accountability* is one of the principles incorporated in the World Vision Covenant of Partnership. The link between accountability and transparency is confirmed in resolutions of the World Vision International Board of Directors. Our *Core Values* require us to be open and factual in assessing our work and in our dealings with all of our stakeholders.

3. Our approach to putting these principles and values into action is to share information about our activities and operations openly unless there are compelling reasons for withholding it. By adopting this approach, we enable our stakeholders to assess how we have made decisions; how we have managed our finances; and, how effective our programmes have been. 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.

4. This policy is approved by the senior management of World Vision International (WVI), and applies to WVI, including its branch offices around the world. After a period of evaluating implementation of this policy within WVI, the extension of this (or a similar policy) to all entities in the WV Partnership will be considered.

5. As part of our commitment to open and factual sharing of information, WVI publishes all necessary and pertinent information about WV in a wide range of material in print and/or on-line, including an Annual Review and reports on compliance with various 'accountability and reporting' frameworks that include information about our governance and decision-making processes, strategies, policies, programmes, and finances. If for some reason this information is not deemed adequate, WVI will review requests for additional or supplemental information.

6. World Vision 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. A list of the categories of information to which the "Open Information Policy" does not apply is provided at Attachment A.

7. If the information sought is not readily available in World Vision publications or on our website, requests for information can be addressed either to the World Vision Office in the country concerned or emailed to World Vision International ([info@wvi.org](mailto:info@wvi.org)). Contact details for National Offices are available on the WVI website. We aim to respond to requests in a timely manner. If the information requested is not available or a request is denied, we will explain why.

8. World Vision is a 'global' partnership. Most information is published in the English language. Some information is also available in other languages. This policy applies to information requests addressed to World Vision International in English, French or Spanish.

Approved: OpCOM

Date: March 2010

## Attachment A

World Vision will **not** disclose the following information to the public:

- **Private:** Information which by its nature is private to the individuals concerned. Private information may include personal information held by World Vision (such as name, address, social security number (or equivalent), financial information or health status) about any persons, whether employees, volunteers, sponsors, sponsored children or families, any other individuals.
- **Confidential:** Information may be confidential for legal, commercial or contractual reasons. It includes information received from or sent to third parties under an expectation of confidentiality and commercially sensitive information (such as matters under negotiation or in dispute or detailed fundraising plans and strategies).
- **Relevant to safety and security:** Information that, if disclosed could endanger the safety and security of any individual or jeopardize World Vision's ability to operate in a particular country or location.
- **Legal Advice.**
- **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.

World Vision's Open Information Policy will **not** apply in the following circumstances:

- **Stewardship:** As good stewards, 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.
- **Bona fide requests** WV will only reply to bona fide requests, requiring that the individual or organisation provide verifiable contact details.
- **Vexatious requests:** 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.