

ActionAid UK

Open Information Policy

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Policy Statement

ActionAid believes that timely free flow of information in accessible language, form and format is essential for ensuring accountability, learning, trust and good performance.

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](#).

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

Principles

Our Open Information Policy is guided by the following principles:

Transparency

We will share information openly on the following areas of our work:

- Strategy

- Governance and structure
- Policies and practices
- Finance and grants
- Performance and impact

If we decide not to share information, we will set out clear reasons for that decision. The circumstances under which we will not make information public is set out clearly within our policy.

Accessibility

We will ensure that information is shared in accessible language, form and format so they can be easily used, understood, and navigated by the widest possible audience

Timelines

We will share information in a timely manner in order that it remains relevant and useful.

Purpose & Scope

The purpose of this policy is to guide all staff and the whole organisation for 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.

This policy describes how and what minimum information ActionAid International will share proactively with the general public.

Roles & Responsibilities

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.

Information 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.

	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.
	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

	Type of Information	Where information available on our website
	Complaint procedure	https://www.actionaid.org.uk/aboutus/complaints-procedure
	Charity Commission number, link to CC webpage	<p>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).</p> <p>ActionAid UK, whose principal place of business is presently 33-39 Bowling Green Lane, London EC1R 0BJ (as published on our website). Any subsequent changes to the organisation's office or registered address shall not alter this policy and will be updated on our website, registration, and documents.</p> <p>Companies House (England and Wales) https://find-and-update.company-information.service.gov.uk/</p> <p>England and Wales Charity Register https://register-of-charities.charitycommission.gov.uk/charity-search https://www.oscr.org.uk/about https://register-of-charities.charitycommission.gov.uk/charity-search https://www.oscr.org.uk/about https://register-of-charities.charitycommission.gov.uk/charity-search</p>
Governance & 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's	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- https://www.actionaid.org.uk/about-us/transparency-and-

		accountability/annual-report-and-accounts 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
	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 & 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 https://www.actionaid.org.uk/about-us/transparency-and-accountability/annual-report-and-accounts accountability/annual-report-and-accounts
	Type of Information	Where information available on our website
	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://dashboard.iatistandard.org/publishers/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 <i>first ever member organisation to become independently verified as a group</i> . https://www.chsalliance.org/about/our-members/actionaid https://www.chsalliance.org/about/our-members/actionaid-international/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

	Strategy	https://www.actionaid.org.uk/about-us/ourstrategy
Performance	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 accountability/annual-report-and-accounts

Data Protection & Privacy

ActionAid UK adheres to all current data protection and privacy legislation and may be limited to information disclosure requests, as per the [lawful basis for processing](#). Please read ActionAid's Data Protection Policy here. 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 & Legal Information

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.

AAUK Policy Governance Record

AAUK Policy Name:	Open Information Policy
Version:	1.2
Policy Owner:	Head of Projects & Planning

Ratified on	April 2026	Update Frequency	1 year
Ratified by	Board of Trustees	Next Update Due	April 2027

Key Changes Since the Previous Version	<ul style="list-style-type: none"> • IATI Registry link updated • ICO Lawful basis link updated • Section added to introduce the policy with the key principles associated with the policy to make it more accessible
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Policy Sharing	Public (on AAUK Website)
Essential Reviewers	<ul style="list-style-type: none"> ○ Department Director ○ Data Protection Officer ○ Assurance & Policy Specialist
Training & Monitoring	No training required
Applicable Legislation	<ul style="list-style-type: none"> ○ Data Protection Act 2018 ○ UK General Data Protection Regulation
Related AAUK Policies	<ul style="list-style-type: none"> ○ Privacy Policy
Related AAI Policies	<ul style="list-style-type: none"> ○ ActionAid International's Global Information Policy