

Open Information Policy

Responsible Division:	Programs
Approved by:	Board of Trustees
Date of approval:	2017
Date of next review:	2019
Languages:	English, Spanish and French
Applicable to:	The entire organization
Related documents:	<ul style="list-style-type: none">• <i>2015-2018 Strategic Plan</i>• <i>Child Safeguarding Policy and Code of Conduct</i>• <i>Gender Policy</i>• <i>Ethical Code</i>• <i>Code of Good Governance</i>• <i>Complaints and Feedback Policy</i>• <i>Quality Management and Social Responsibility Policy</i>• <i>Child Participation Standards</i>• <i>Partnership Policy and Guide</i>• <i>Policy for Collaborating with Businesses</i>
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Contents

1. Introduction	3
2. Principles	3
3. Scope	4
4. What information do we publish? Where is it available?	4
5. What do we not publish and based on what criteria?	5
6. Languages and translations.....	6
7. How to request additional information	6
8. Reproducing information	7
9. Appeals process.....	8
10. Policy implementation, monitoring and review.....	8
Annex 1. List of available information and web links.....	8
Educo websites.....	8
Educo’s social networks: Facebook.....	9
Educo’s social networks: Twitter	9
Educo’s blog	10
Information available on our website (www.educo.org).....	10
Annex 2. Reference material.....	11

1. Introduction

Transparency is one of the principles that guide all our actions, and its adoption and implementation is obligatory and should be demonstrable. As set forth in our Strategic Plan, “we base our work on honesty, responsibility and maximum access to information regarding the management of resources and the impact of our actions, in pursuit of the highest level social and economic accountability.”

We consider it essential that the people and organizations who we work and relate with have access to all necessary information and information of interest about our organization. This information is key if they are to be able to participate in our activities and the decisions we make, and hold us accountable for our actions. As such, we are committed to proactively sharing information, to responding in a timely way to requests for information and, to publishing, to the best of our ability, information in “friendly” versions that make it more accessible to children and their families and communities.

This policy establishes which information we will publish and how this can be accessed, and sets out the criteria for selecting the information to be disclosed.

This policy is aligned with the following documents:

- *2015-2018 Strategic Plan*
- *Child Safeguarding Policy and Code of Conduct*
- *Gender Equity Policy*
- *Ethical Code*
- *Code of Good Governance*
- *Complaints and Feedback Policy*
- *Quality Management and Social Responsibility Policy*
- *Child Participation Standards*
- *Partnership Policy and Guide*
- *Policy for Collaborating with Businesses*

2. Principles

This policy is guided by the following principles:

Accountability: For the purposes of this policy, accountability refers to our commitment to informing stakeholders about those organizational actions that affect them.

Participation: Access to relevant and up-to-date information about our organization is a key factor in facilitating and fostering stakeholder participation in our work. Stakeholder participation is, in turn, a key factor in materializing transparency.

Accessibility: Educo is committed to publishing information in formats that are adapted to the needs of different stakeholders, in the interest of making it more understandable and easily accessible.

Rapid response: Educo will respond in a timely way to all requests for information and will duly inform the requesting party of the status of the request within a period of 5 working days.

Best interest of the child: In keeping with the *Convention on the Rights of the Child*, the best interest of the child will take precedence over other interests when it comes to making decisions that affect children. That is, although it may be regulated by this policy, no information will be divulged that may have a negative effect on children.

3. Scope

This policy applies to:

- 1) The Board of Trustees
- 2) The entire Educo team, including salaried staff, volunteers and interns.
- 3) Local partner organizations, throughout the development of activities that form part of programs or projects carried out in collaboration with Educo

4. What information do we publish? Where is it available?

We publish all information required by current legislation and by our funding parties.

Educo's website is our main channel for sharing up-to-date information that we deem necessary and of interest, and is where we publish our Annual Activities Report, Accountability Report and annual financial statements.

More detailed information regarding the projects and activities carried out in our program countries and by our local partners is available on the country websites and social networks.

We apply a child rights-based approach and a gender and inclusive approach in all our publications. As per internal regulations, all external publications are obligatorily reviewed based on these criteria.

We continuously publish information regarding the following issues:

WHAT	WHERE
Our mission, vision, values and principles	2015-2018 Strategic Plan, Educo website, Annual Activities Report
Governance bodies	Educo website, Accountability Report
Institutional policies and standards	Educo website, Accountability Report

Our projects	Educo website, Annual Activities Report, Accountability Report, country websites, Educo's social networks, Educo Magazine
Strategies and action plans	2015-2018 Strategic Plan, Educo website, Accountability Report
Financial Information	Educo website, Annual Financial Statements, Accountability Report
Our progress, achievements and impact	Educo website, Accountability Report, Annual Activities Report, Educo's social networks, Educo Magazine
Complaints and feedback	Accountability Report
Who we work and have a relationship with, including program and Project participants, partner organizations, alliances, companies and public institutions	Educo website, Annual Activities Report, Annual Financial Statements, country websites, Educo Magazine
Our team	Educo website, Accountability Report
Positioning on issues related to our mission	Educo website
Information about our environmental impact	Accountability Report
Institutional studies, analyses and research	Educo website

5. What do we not publish and based on what criteria?

In the case that certain information cannot be shared, we shall always explain why. The main reasons for not sharing information are based on:

The safety and security of people and operations: we do not divulge information that could threaten the security of our programs, projects and/or the people involved in them.

Cost (and time): if the cost or time involved in obtaining the information is excessive or disproportional, we may reject the request, although we shall we always explain why.

Privacy: we do not divulge personal information about people, in accordance with the law on the protection of personal data (in Spain, for example, the *Organic law 15/1999, of December 13, on the protection of personal information* applies).

Confidentiality: we do not divulge information that may be considered confidential for either legal, commercial or contractual reasons, or that goes against our Ethical Code.

Copyright: we do not have the right to publish material for which we do not hold the copyright.

If we cannot divulge the information, we will determine if partial divulgation is possible based on the criteria defined here.

When determining whether to publish certain information, the best interest of the child will always take precedence over any other consideration.

6. Languages and translations

At the institutional level, we work in three main languages, which are official languages in our program countries: Spanish, English and French.

We make an effort to translate the information we publish into these three languages, in the interest of making it more accessible. In the program countries, certain materials are also translated or created in local languages.

Furthermore, we are committed, in so far as it is possible, to adapting the information that we publish to versions that are "friendly" for children and their families and communities.

7. How to request additional information

If information cannot be found on the Educo website, it may be requested by sending an email to educoco@educoco.org, by calling the telephone number 00 34 93 300 11 01, or by writing to Fundación Educo c/Guillem Tell 47, 08006, Barcelona, Spain.

In the case of the program country offices, information may be requested through the following channels:

COUNTRY	EMAIL	TELEPHONE	ADDRESS
Bangladesh	info.bangladesh@educoco.org	(+880) 255045067 - 255045068	House #12, Road #138, Gulshan Model Town, Gulshan-1, Dhaka – 1212.
Benin	info.benin@educoco.org	(+229) 21 30 40 40	4568 Avenue Jean Paul II Route de l'Aéroport, Maison Soule Rachida, 10 B.P. 70 Cotonou.
Bolivia	info.bolivia@educoco.org	(+591 – 2)2916811 – 2751812 – 2916818	Obrajes Calle 7, n° 255, entre Av. Hernando Siles y Av. Ormachea. La Paz
Burkina Faso	info.burkinafaso@educoco.org	(+226) 25 37 51 68	Secteur 15 Ouaga 2000, Bd Kadhafi x Av El. Saliou Cissé. BP: 3029 Ouaga 01

Cambodia	info.cambodia@educo.org	(+855) 23 222 683	Nº 149 bis, St. 12 BT, Sangkat Beoung Tompun, Khan Meanchey, Phnom Penh.
Ecuador	info.ecuador@educo.org	(+593) 42384769 - 42384857 – 42384939	Ciudadela Urdesa Norte, Av. Primera # 126 entre calle primera y calle segunda, Guayaquil, Ecuador
El Salvador	info.elsalvador@educo.org	(+503) 2559-8000	3ª Calle Poniente (Calle Schafik Handal), Entre 73 y 75 Av. Nte No. 3854, Colonia Escalón, San Salvador.
Philippines	info.philippines@educo.org	(+63) 52 4812100	Benny Imperial Drive (Alternate Road), Brgy. 18 Cabagñan West, Legazpi City, 4500
Guatemala	info.guatemala@educo.org	(+502) 77656496	4ª Calle 3–16 Zona 1, Santa Cruz del Quiché.
India	info.india@educo.org	(+022) 26610743 - 26601902	Unit No. 104 1st floor, Kamla Spaces, Khira Nagar TPS III, S.V. Road, Santacruz (West). Mumbai-400054.
Mali	info.mali@educo.org	(+223) 21322107 - 21322909	Korofina Nord- Bamako, Quartier résidentiel, Ségou
Nicaragua	info.nicaragua@educo.org	(+505) 22760606 - 22760608	2ª entrada Las Colinas, Calle Los Laureles. Casa nº59, Managua
Peru	info.peru@educo.org	(+51) 56323858	Calle Quebranta 191, Chinchá Alta, Ica, Perú
Senegal	info.senegal@educo.org	(+221) 338 69 58 07	106 Sotrac Mermoz, BP 10339 Dakar

We will respond to all requests or will inform about the current status of the request within a period of 5 working days from the day the request is received.

We reserve the right to ask the reason for requesting information.

8. Reproducing information

Our publications are subject to the *Creative Commons 3.0 Unported* license, which allows for the reproduction and divulgation of material for non-commercial purposes, provided that the source is duly cited. Likewise, any alteration, transformation or derivation of material may only be distributed under an identical license.

9. Appeals process

In the case of nonconformity with the response received to an information request, the appeals process will be managed as per that which is established in the Complaints and Feedback Policy (available on our website).

10. Policy implementation, monitoring and review

Once the policy has been approved by the Board of Trustees, an Implementation and Monitoring Committee will be formed by a group of representatives from throughout the organization. This committee will have the following functions:

- a) Dissemination of the policy among the Educo team from the time of its approval. It will also be shared with other Educo stakeholder groups through the institutions website.
- b) Implementation of the policy, ensuring compliance with the principles established therein.
- c) Periodic monitoring and evaluation of the situation.
- d) Capitalization: systematization and dissemination of good practices and lessons learned.
- e) Review and updating of the policy every two years from the date of approval, including its alignment with current legislation. Said reviews will be coordinated by the Program Division, which will facilitate the mechanisms by which any member of the organization may make pertinent suggestions. Any possible modifications will be presented to the Executive Committee and, subsequently, to the Board of Trustees for approval.

Likewise, come the appropriate time, implementation and monitoring systems will be established for each country office, in function of its size and functional structure.

Annex 1. List of available information and web links

Educo websites

Educo website	www.educo.org
Website for Educo Bangladesh	Pending
Website for Educo Benin	Pending
Website for Educo Bolivia	Pending
Website for Educo Burkina Faso	Pending
Website for Educo Cambodia	Pending

Website for Educo Ecuador	Pending
Website for Educo El Salvador	www.educo.org.sv
Website for Educo Philippines	www.educo.org.ph
Website for Educo Guatemala	Pending
Website for Educo India	Pending
Website for Educo Mali	Pending
Website for Educo Nicaragua	www.educo.org.ni
Website for Educo Peru	Pending
Website for Educo Senegal	Pending

Educo's social networks: Facebook

Educo's Facebook	www.facebook.com/educocambodia
Facebook for Educo Bangladesh	Pending
Facebook for Educo Benin	Pending
Facebook for Educo Bolivia	Pending
Facebook for Educo Burkina Faso	Pending
Facebook for Educo Cambodia	www.facebook.com/educocambodia
Facebook for Educo Ecuador	Pending
Facebook for Educo El Salvador	www.facebook.com/educosv
Facebook for Educo Philippines	www.facebook.com/educoph/
Facebook for Educo Guatemala	Pending
Facebook for Educo India	Pending
Facebook for Educo Mali	Pending
Facebook for Educo Nicaragua	www.facebook.com/Educo-Nicaragua-854243804692006
Facebook for Educo Peru	Pending
Facebook for Educo Senegal	Pending

Educo's social networks: Twitter

Educo's Twitter	https://twitter.com/educoco
Twitter for Educo Bangladesh	Pending
Twitter for Educo Benin	Pending
Twitter for Educo Bolivia	Pending
Twitter for Educo Burkina Faso	Pending
Twitter for Educo Cambodia	Pending
Twitter for Educo Ecuador	Pending
Twitter for Educo El Salvador	https://twitter.com/educosv
Twitter for Educo Philippines	https://twitter.com/EducoPH
Twitter for Educo Guatemala	Pending
Twitter for Educo India	Pending

Twitter for Educo Mali	Pending
Twitter for Educo Nicaragua	https://twitter.com/EducoNI
Twitter for Educo Peru	Pending
Twitter for Educo Senegal	Pending

Educo's blog

Educo's blog (<i>Cuaderno de Valores</i>)	http://blog.educo.org
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Information available on our website (www.educo.org)

The following list indicates where key information about the organization can be found. It is not an exhaustive list of all the information available on our website.

Mission, vision, values and principles
2015-2018 Strategic Plan
2015-2018 Strategic Plan - Comic version (currently only available in Spanish)
Annual Activities Report
Accountability Report
Accountability Report Executive Summary
Our governing bodies
Ethical Code
Code of Good Governance
Child Safeguarding Policy and Code of Conduct
Child Participation Standards
Complaints and Feedback Policy
Quality Management and Social Responsibility Policy (currently only available in Spanish)
Gender Equity Policy
Environmental Policy
Partnership Policy and Guide
Policy on Collaborating with Business (currently only available in Spanish)
Nuestros proyectos
Financial Statements
Achievements and impact
Positioning on issues related to our mission (currently only available in Spanish)
Institutional studies, analyses and research (currently only available in Spanish)
Child Rights Situation Analyses (currently only available in Spanish)
Alliances and networks
Public collaborating institutions
Corporate collaborators (currently only available in Spanish)
Educo Magazine (currently only available in Spanish)

Annex 2. Reference material

ActionAid International (2011). *Open Information Policy*.

Amnesty International UK (2012). *Open Information Policy*.

Law 19/2013 on transparency, access to public information and good governance (2013, December 9). Official State Bulletin.

Law 19/2014 on transparency, access to public information and good governance (2014, December 29). Official Bulletin of the Generalitat de Catalunya.

Accountable Now (2014). *Accountability Charter*.

Transparency International (2014). *Preventing corruption in humanitarian operations*.