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:
  • 2015-2018 Strategic Plan
  • Child Safeguarding Policy and Code of Conduct
  • Gender 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

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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:

<table>
<thead>
<tr>
<th>WHAT</th>
<th>WHERE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Our mission, vision, values and principles</td>
<td>2015-2018 Strategic Plan, Educo website, Annual Activities Report</td>
</tr>
<tr>
<td>Governance bodies</td>
<td>Educo website, Accountability Report</td>
</tr>
<tr>
<td>Institutional policies and standards</td>
<td>Educo website, Accountability Report</td>
</tr>
<tr>
<td>Our projects</td>
<td>Educo website, Annual Activities Report, Accountability Report, country websites, Educo’s social networks, Educo Magazine</td>
</tr>
<tr>
<td>Strategies and action plans</td>
<td>2015-2018 Strategic Plan, Educo website, Accountability Report</td>
</tr>
<tr>
<td>Financial Information</td>
<td>Educo website, Annual Financial Statements, Accountability Report</td>
</tr>
<tr>
<td>Our progress, achievements and impact</td>
<td>Educo website, Accountability Report, Annual Activities Report, Educo’s social networks, Educo Magazine</td>
</tr>
<tr>
<td>Complaints and feedback</td>
<td>Accountability Report</td>
</tr>
<tr>
<td>Who we work and have a relationship with, including program and Project participants, partner organizations, alliances, companies and public institutions</td>
<td>Educo website, Annual Activities Report, Annual Financial Statements, country websites, Educo Magazine</td>
</tr>
<tr>
<td>Our team</td>
<td>Educo website, Accountability Report</td>
</tr>
<tr>
<td>Positioning on issues related to our mission</td>
<td>Educo website</td>
</tr>
<tr>
<td>Information about our environmental impact</td>
<td>Accountability Report</td>
</tr>
<tr>
<td>Institutional studies, analyses and research</td>
<td>Educo website</td>
</tr>
</tbody>
</table>

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 educo@educo.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:

<table>
<thead>
<tr>
<th>COUNTRY</th>
<th>EMAIL</th>
<th>TELEPHONE</th>
<th>ADDRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bangladesh</td>
<td><a href="mailto:info.bangladesh@educo.org">info.bangladesh@educo.org</a></td>
<td>(+880) 255045067 - 255045068</td>
<td>House #12, Road #138, Gulshan Model Town, Gulshan-1, Dhaka – 1212.</td>
</tr>
<tr>
<td>Benin</td>
<td><a href="mailto:info.benin@educo.org">info.benin@educo.org</a></td>
<td>(+229) 21 30 40 40</td>
<td>4568 Avenue Jean Paul II Route de l’Aéroport, Maison Soule Rachida, 10 B.P. 70 Cotonou.</td>
</tr>
<tr>
<td>Bolivia</td>
<td><a href="mailto:info.bolivia@educo.org">info.bolivia@educo.org</a></td>
<td>(+591 – 2)2916811 – 2751812 – 2916818</td>
<td>Obrajes Calle 7, n° 255, entre Av. Hernando Siles y Av. Ormachea. La Paz</td>
</tr>
<tr>
<td>Burkina Faso</td>
<td><a href="mailto:info.burkinafaso@educo.org">info.burkinafaso@educo.org</a></td>
<td>(+226) 25 37 51 68</td>
<td>Secteur 15 Ouaga 2000, Bd Kadhafi x Av El. Saliou Cissé. BP: 3029 Ouaga 01</td>
</tr>
<tr>
<td>Country</td>
<td>Email</td>
<td>Phone</td>
<td>Address</td>
</tr>
<tr>
<td>-------------</td>
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<td>--------------------------------------------------------</td>
</tr>
<tr>
<td>Cambodia</td>
<td><a href="mailto:info.cambodia@educo.org">info.cambodia@educo.org</a></td>
<td>(+855) 23 222 683</td>
<td>Nº 149 bis, St. 12 BT, Sangkat Beoung Tompun, Khan Meanchey, Phnom Penh.</td>
</tr>
<tr>
<td>Ecuador</td>
<td><a href="mailto:info.ecuador@educo.org">info.ecuador@educo.org</a></td>
<td>(+593) 42384769 - 2384857 - 42384939</td>
<td>Ciudadela Urdesa Norte, Av. Primera # 126 entre calle primera y calle segunda, Guayaquil, Ecuador</td>
</tr>
<tr>
<td>El Salvador</td>
<td><a href="mailto:info.elsalvador@educo.org">info.elsalvador@educo.org</a></td>
<td>(+503) 2559-8000</td>
<td>3ª Calle Poniente (Calle Schafik Handal), Entre 73 y 75 Av. Nte No. 3854, Colonia Escalón, San Salvador.</td>
</tr>
<tr>
<td>Philippines</td>
<td><a href="mailto:info.philippines@educo.org">info.philippines@educo.org</a></td>
<td>(+63) 52 4812100</td>
<td>Benny Imperial Drive (Alternate Road), Brgy. 18 Cabagñan West, Legazpi City, 4500</td>
</tr>
<tr>
<td>Guatemala</td>
<td><a href="mailto:info.guatemala@educo.org">info.guatemala@educo.org</a></td>
<td>(+502) 77656496</td>
<td>4ª Calle 3–16 Zona 1, Santa Cruz del Quiché.</td>
</tr>
<tr>
<td>India</td>
<td><a href="mailto:info.india@educo.org">info.india@educo.org</a></td>
<td>(+022) 26610743 - 26601902</td>
<td>Unit No. 104 1st floor, Kamla Spaces, Khira Nagar TPS III, S.V. Road, Santacruz (West). Mumbai-400054.</td>
</tr>
<tr>
<td>Mali</td>
<td><a href="mailto:info.mali@educo.org">info.mali@educo.org</a></td>
<td>(+223) 21322107 - 21322909</td>
<td>Korofina Nord- Bamako, Quartier résidentiel, Ségou</td>
</tr>
<tr>
<td>Nicaragua</td>
<td><a href="mailto:info.nicaragua@educo.org">info.nicaragua@educo.org</a></td>
<td>(+505) 22760606 - 22760608</td>
<td>2ª entrada Las Colinas, Calle Los Laureles. Casa n°59, Managua</td>
</tr>
<tr>
<td>Peru</td>
<td><a href="mailto:info.peru@educo.org">info.peru@educo.org</a></td>
<td>(+51) 56323858</td>
<td>Calle Quebranta 191, Chincha Alta, Ica, Perú</td>
</tr>
<tr>
<td>Senegal</td>
<td><a href="mailto:info.senegal@educo.org">info.senegal@educo.org</a></td>
<td>(+221) 338 69 58 07</td>
<td>106 Sotrac Mermoz, BP 10339 Dakar</td>
</tr>
</tbody>
</table>

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](https://creativecommons.org/licenses/by/3.0/) 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 institutional 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

<table>
<thead>
<tr>
<th>Educo website</th>
<th>web address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educo website</td>
<td><a href="http://www.educo.org">www.educo.org</a></td>
</tr>
<tr>
<td>Website for Educo Bangladesh</td>
<td>Pending</td>
</tr>
<tr>
<td>Website for Educo Benin</td>
<td>Pending</td>
</tr>
<tr>
<td>Website for Educo Bolivia</td>
<td>Pending</td>
</tr>
<tr>
<td>Website for Educo Burkina Faso</td>
<td>Pending</td>
</tr>
<tr>
<td>Website for Educo Cambodia</td>
<td>Pending</td>
</tr>
</tbody>
</table>
Educo’s social networks: Facebook

- Educo’s Facebook: www.facebook.com/educoONG/
- Facebook for Educo Bangladesh: www.facebook.com/educoBangladesh
- Facebook for Educo Benin: www.facebook.com/educoBenin
- Facebook for Educo Bolivia: www.facebook.com/educoBolivia
- Facebook for Educo Burkina Faso: www.facebook.com/educoBurkinaFaso
- Facebook for Educo Cambodia: www.facebook.com/educoCambodia
- Facebook for Educo Ecuador: www.facebook.com/educoEcuador
- Facebook for Educo El Salvador: www.facebook.com/educoElSalvador
- Facebook for Educo Philippines: www.facebook.com/educoPhilippines
- Facebook for Educo Guatemala: www.facebook.com/educoGuatemala
- Facebook for Educo India: www.facebook.com/educoIndia
- Facebook for Educo Mali: www.facebook.com/educoMali
- Facebook for Educo Nicaragua: www.facebook.com/educoNicaragua
- Facebook for Educo Peru: www.facebook.com/educoPeru
- Facebook for Educo Senegal: www.facebook.com/educoSenegal

Educo’s social networks: Twitter

- Educo’s Twitter: https://twitter.com/educo_ong
- 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
Educo’s blog

Educo’s blog (Cuaderno de Valores)  http://blog.educo.org

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


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


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